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ACADEMIC DEGREES

- Ph.D. University of Arizona, 1997. Major: Communication. Minor: Management Information Systems.
Dissertation: *The communication logic of computer-supported interventions: A study of the community of practice and social technologies surrounding the use of group decision support systems in process facilitation.*
Director: Scott Jacobs, Ph.D.
- M.A. Washington State University, 1988. Major: Communication.
Thesis: *Metacommunicative practices used to accomplish concerted social activities.*
Advisor: Robert E. Nofsinger, Ph.D.
- B.A. University of North Dakota, 1986. Majors: Political Science and Journalism.

EMPLOYMENT

- 2016 - *Associate Dean for Research*, School of Communication & Information. Rutgers, The State University of New Jersey, New Brunswick, NJ.
- 2015- *Professor*, Department of Communication, School of Communication & Information. Rutgers, The State University of New Jersey, New Brunswick, NJ.
- 2004-2015 *Associate Professor*, Department of Communication, School of Communication & Information. Rutgers, The State University of New Jersey, New Brunswick, NJ.
- 2005-2007 *Director*, Masters in Communication and Information Processes, School of Communication & Information. Rutgers, The State University of New Jersey.
- 1997-2004 *Assistant Professor*, Department of Communication, School of Communication & Information. Rutgers, The State University of New Jersey, New Brunswick, NJ.
- 1996-1997 *Adjunct Assistant Professor*, Department of Communication, School of Communication & Information. Rutgers, The State University of New Jersey, New Brunswick, NJ.
- 1992-1996 *Graduate Teaching Associate*, Department of Communication. University of Arizona, Tucson, AZ.
- 1988-1992 *Full-time Adjunct Instructor*, Department of Speech Communication. Iowa State University, Ames, IA.
- 1989-1992 *Part-time Adjunct Instructor*. Department of Communication, Adult and Continuing Education Program. Simpson College, Indianola, IA.
- 1992 *Part-time Adjunct Instructor*. Department of Communication, Adult and Continuing Education Program. Des Moines Area Community College, Ankeny, IA.
- 1986-1988 *Graduate Teaching Assistant*. Department of Communication. Washington State University, Pullman, WA.

RESEARCH

My scholarship investigates the relationship between communication and design, especially the uses of technological and organizational design, to augment human interaction and reasoning for decision-making and conflict-management. I use multiple methods from discourse analysis and computational social science to examine language, argumentation, and social interaction in professional practice, organizational processes, and information infrastructures.

Full Member, Graduate Faculty (2000-)
Associate Member, Graduate Faculty (1997-2000)
Associate Member, Cancer Institute of New Jersey (2016-)
Affiliate, Rutgers Center for Cognitive Science (2019-)
Affiliate, Rutgers Climate Institute (2020-)

Edited Books

Katz, J. & Aakhus, M. (Eds.) (2002). *Perpetual contact: Mobile communication, private talk, public performance*. Cambridge: Cambridge University Press. doi: 10.1017/CBO9780511489471
Katz, J. & Aakhus, M. (Eds.). (2004). 絶え間なき交信の時代—ケータイ文化の誕生 (*Taemanaki kooshin no jidai: keetai bunka no tanjoo/The age of perpetual contact: The birth of mobile culture*). Tokyo: NTT出版. (Translation and Republication of Perpetual contact book into Japanese).

Special Issues and Proceedings

Aakhus, M., Ågerfalk, P., Lyytinen, K., & Te'eni, D. (Eds.) (2014). Information Systems for Symbolic Action: Social Media and Beyond [Special Issue]. *Management Information Systems Quarterly*.
Aakhus, M. & Jackson, S. (Eds.) (2014). Design and Communication [Special Issue]. *Journal of Applied Communication Research*, 42(2).
Aakhus, M. (Ed.) (2010). Coding Argument in Social Interaction [Special Double Issue]. *Communication Methods & Measures*, 4 (1 & 2).
Ågerfalk, P. J., Aakhus, M., & Lind, M. (2010). Proceedings of the Third Scientific Meeting of the Association for Information Systems Special Interest Group on Pragmatist IS Research. *Sprouts: Working Papers on Information Systems*, 10(121). Sprouts Alliance.
Ågerfalk, P. J., Aakhus, M., & Lind, M. (2009). Proceedings of the Second Scientific Meeting of the Association for Information Systems Special Interest Group on Pragmatist IS Research. *Sprouts: Working Papers on Information Systems*, 9(67). Sprouts Alliance.
Ågerfalk, P., Aakhus, M., & Lind, M. (Eds.). (2008). Proceedings of the Inaugural Meeting of the AIS SIGPrag. In *Sprouts: Working Papers on Information Systems*, 8(49). Sprouts Alliance.
Aakhus, M. & Lind, M. (Eds.) (2004). *Proceedings of the 9th International Working Conference on the Language Action Perspective on Communication Modelling*. New Brunswick, NJ.

Journal Publications

Kim, S., Trinidad, B., Mikesell, L., & Aakhus, M. (2020). "Improving Prognosis Communication for Patients facing Complex Medical Treatment: A User-Centered Design Approach", *International Journal of Medical Informatics*, 104-147
Musi, E. & Aakhus, M. (2019). Framing fracking: Semantic frames as meta-argumentative indicators for knowledge-driven argument mining of controversies. *Journal of Argumentation in Context*, 8(1), pp. 112-135. doi: 10.1075/jaic.18016.mus
Musi, E. & Aakhus, M. (2018). Argumentative patterns in energy polylogues: Designing an argument macroscope. *Argumentation*. Advance online publication. doi: 10.1007/s10503-017-9441-y

Journal Publications cont.

- Aakhus, M. & Lewiński, M. (2017). Advancing polylogical analysis of large-scale argumentation: Disagreement management in the fracking controversy. *Argumentation*, 31(1), 179-207. doi: 10.1007/s10503-016-9403-9.
- Aakhus, M. (2017). The Communicative Work of Organizations in Shaping Argumentative Realities. *Philosophy & Technology*, 30(2), 191-208. doi: 10.1007/s13347-016-0224-4
- Aakhus, M., & Bzdak, M. (2015). Stakeholder engagement as communication design practice. *Journal of Public Affairs*, 15(2), 188–200. doi:10.1002/pa
- Aakhus, M., Ågerfalk, P., Lyytinen, K., & Te'eni, D. (2014). Symbolic Action Research in Information Systems: Introduction to the Special Issue. *MIS Quarterly*, 38(4), 1187–1200.
- Jackson, S. & Aakhus, M. (2014). Becoming More Reflective about the Role of Design in Communication, *Journal of Applied Communication Research*, 42(2), 125-134. DOI: 10.1080/00909882.2014.882009
- Lewiński, M. & Aakhus, M. (2014). Argumentative Polylogues in a Dialectical Framework: A Methodological Inquiry. *Argumentation*, 28(2), 161-185. DOI: 10.1007/s10503-013-9307-x
- Aakhus, M. (2013). Deliberation Digitized: Designing disagreement space through Communication-Information Services. *Argument in Context* 2(1), 101-126. DOI: 10.1075/jaic.2.1.05aak
- Aakhus, M., & Bzdak, M. (2012). Revisiting the Role of “Shared Value” in the Business-Society Relationship. *Business & Professional Ethics Journal*, 31(2), 231–246. DOI: 10.5840/bpej201231211
- Aakhus, M. & Laureij, L. (2012). Activity, materiality, and creative struggle in the communicative constitution of organizing: Two cases of communication design practice. *Language and Dialogue*, 2(1), 41-59. DOI: 10.1075/ld.2.1.03aak
- Aakhus, M. (2011). Crafting interactivity for stakeholder engagement: Transforming assumptions about communication in science and policy. *Health Physics*, 101(5), 531-535. DOI: 10.1097/HP.0b013e318222ede0
- Aakhus, M., Ballard, D., Flanagan, A., Kuhn, T., Leonardi, P., Mease, J. & Miller, K. (2011). Communication and materiality: A conversation from the CM Café. *Communication Monographs*, 78(4), 557-569. DOI: 10.1080/03637751.2011.618358
- Aakhus, M. & Rumsey, E. (2010). Crafting supportive communication online: A communication design analysis of conflict in an online support group. *Journal of Applied Communication Research*, 38(1), 65-84. DOI: 10.1080/00909880903483581
- Aakhus, M. (2010). Introduction to the special issue on coding argument in social interaction. *Communication Methods & Measures*, 4(1 & 2), 1-6. DOI: 10.1080/19312451003680434
- Selvin, A., Buckingham Shum, S., & Aakhus, M. (2010). The practice level in participatory design rationale- Studying practitioner moves and choices. *Human Technology: An Interdisciplinary Journal on Humans in ICT Environments*, 6(1), 71–105.
- Makoul, G., Zick, A., Aakhus, M., Neely, K., & Roemer, P. (2010). Using an online forum to encourage reflection about difficult conversations in medicine. *Patient Education and Counseling*, 79(1), 83-86. DOI: 10.1016/j.pec.2009.07.027
- Broadfoot, K., Carlone, D., Medved, C., Aakhus, M., Gabor, E. & Taylor, K. (2008). Meaning/ful Work and Organizational Communication: Questioning Boundaries, Positionalities, and Engagements. *Management Communication Quarterly*, 22, 152-161. DOI: 10.1177/0893318908318267
- Aakhus, M. (2007). Communication as design. *Communication Monographs*, 74(1), 112-117. DOI: 10.1080/03637750701196383
- Roskos-Ewoldsen, D., Aakhus, M., Hayes, A., & Levine, T. (2007). It's about Time: The Need for a Journal Devoted to Communication Research Methodologies. *Communication Methods and Measures*, 1(1), 1-5. DOI: 10.1080/19312450709336657
- Moor, A. de & Aakhus, M. (2006). Argument support: From technologies to tools. *Communications of the ACM* 49(3), 93-98. DOI: 10.1145/1118178.1118182

Journal Publications cont.

- Weger, H. & Aakhus, M. (2003). Arguing in Internet chat rooms: Argumentative adaptations to chat room design and some consequences for public deliberation at a distance. *Argument & Advocacy* 40, (Summer 2003) 23-38.
- Aakhus, M. (2003). Neither naïve nor normative reconstruction: Dispute mediators, impasse, and the design of argumentation. *Argumentation: An International Journal on Reasoning*, 17(3), 265-290.
- Jacobs, S. & Aakhus, M. (2002). What mediators do with words: Implementing three models of rational discussion in dispute mediation. *Conflict Resolution Quarterly*, 20(4), 177-204.
- Aakhus, M. & Aldrich, A. (2002). Crafting communication activity: Understanding felicity in “I wish I . . .” compliments. *Research on Language and Social Interaction*, 35(4), 395-425.
- Aakhus, M. (2002). The design of forums for online public deliberation and the consequences for argumentation. *Kentucky Journal of Communication*, 21(2), 137-148.
- Mokros, H. & Aakhus, M. (2002). From information seeking behavior to meaning engagement practice: Implications for communication theory and research. *Human Communication Research*, 28(2), 298-312.
- Katz, J., Aakhus, M. Kim, H., & Turner, M. (2002). Young users’ attitudes toward ICTs: A comparative semantic differential study of the mobile telephone. *Annals Telecommunication*, 57, 3-4, 225-237.
- Aakhus, M. (2001). Technocratic and design stances toward communication expertise: How GDSS facilitators understand their work. *Journal of Applied Communication Research*, 29, 341-371.
- Aakhus, M. (2000). Constituting deliberation as “buy-in” through GDSS design and implementation. *The Electronic Journal of Communication/La Revue Electronique de Communication* [Online], 10(1). Available: <http://www.cios.org/www/ejcrec2.htm>.
- Aakhus, M. (1999). Science court: A case study in designing discourse to manage policy controversy. *Knowledge, Technology, and Policy*, 2(3), 20-37.

Proceedings

- Aakhus, M. (2020). Argumentative Design and Polylogue. In C. Dutilh Novaes, H. Jansen, J. A. van Laar, & B. Verheij (Eds.), *Reason to Dissent - Proceedings of the Third European Conference on Argumentation (ECA 2019)* (Vol 1, pp. 3-16). Groningen, the Netherlands.
- Kim, S., Mikesell, L., Fadem, S., and Aakhus, M. (2019). Designing a Personalized Support Tool for Patients facing Bone Marrow Transplant. Proceedings of the 13th EAI International Conference on Pervasive Computing Technologies for Healthcare, Association Computing Machinery (pp. 41-50). Trento, Italy. doi.org/10.1145/3329189.3329206
- Fadem, S., Kim, S., Mikesell, L., Aakhus, M., Strair, R., Manago, J., & McGrath, M. K. (2018). Personalizing Decision Support for AML Patients by Incorporating Experienced Patient Videos About Treatment Outcomes. *Biology of Blood and Marrow Transplantation*, 24(3), S309-S310. Elsevier Inc. doi.org/10.1016/j.bbmt.2017.12.317
- Aakhus, M., Ågerfalk, P., & Lennmyr, F. (2018). Digital Innovation as Design of Digital Practice: Doctors as Designers in Healthcare. *Proceedings of the 51st Hawaii International Conference on Systems Science* (pp. 4594-4601). Manoa, HI.
- Aakhus, M. & Musi, E. (2018). Inferring argumentative patterns in polylogue about energy issues. *Proceedings of the Second European Conference on Argumentation: Argument and Inference* (Vol II) (pp. 539-558). Fribourg Switzerland.
- Oliveras, C., Aakhus, M., & Lewinski, M. (2018). Apologia in a Networked Society: The Case of Volkswagen’s Polylogical Challenge. In S. Oswald (Ed.), *Proceedings of the Second European Conference on Argumentation: Argument and Inference* (Vol II) (pp. 559-578). Fribourg Switzerland.
- Musi, E., Aakhus, M. Muresan, S., Rocci, A., & Stede, M. (2018). From Theory to practice: the annotation of argument schemes. In S. Oswald (Ed.), *Proceedings of the Second European Conference on Argumentation: Argument and Inference* (Vol I, pp. 607-623). Fribourg Switzerland.

Proceedings cont.

- Aakhus, M., Ziek, P., & Dadlani, P. (2016). Argumentation in large, complex practices. In Bondy, P. & Benacquista, L. (Eds.), *Argumentation, Objectivity, and Bias: Proceedings of the 11th International Conference of the Ontario Society for the Study of Argumentation (OSSA)* (pp. 1-15). Windsor, ON. Available: <http://scholar.uwindsor.ca/cgi/viewcontent.cgi?article=2291&context=ossaarchive>
- Aakhus, M., Muresan, S., & Wacholder, N. (2016). An Argument-Ontology for a Response-Centered Approach to Argumentation Mining. In F. Bex, F. Grasso, & N. Green. (Eds.), *Proceedings of the 16th Workshop on Computational Models of Natural Argument*. New York USA. Available: <http://ceur-ws.org/Vol-1876/>
- Aakhus, M. (2015). Understanding the competence involved in constructing argumentative contexts. In D. Mohammed & M. Lewinski (Eds.), *Argumentation and Reasoned Action: Proceedings of the First European Conference on Argumentation* (pp. 153-162). Lisbon Portugal.
- M. Janier, M. Aakhus, C. Reed, & K. Budzynska. (2015). Modeling impasse in argumentative activity with Inference Anchoring Theory: The case of impasse in mediation. In D. Mohammed & M. Lewinski (Eds.), *Argumentation and Reasoned Action: Proceedings of the First European Conference on Argumentation* (pp. 245-264). Lisbon Portugal.
- Aakhus, M. & Lewinski, M. (2014). Toward a polylogical analysis of argumentation: Disagreement space in the public controversy about fracking. In B. Garssen, D. Godden, G. Mitchell, F. Snoeck Henkemans (Eds.), *The Proceedings of the 8th International Society for the Study of Argumentation* (pp. 1-11). Amsterdam, The Netherlands.
- Wacholder, N., Muresan, S., Ghosh, D. & Aakhus, M. (2014). Annotating Multiparty Discourse: Challenges for Agreement Metrics. In *Proceedings of the 8th Linguistic Annotation Workshop* (pp. 120-128). COLING: Dublin, Ireland.
- Ghosh, D., Muresan, S., Wacholder, N., Aakhus, M. & Mitsui, M. (2014). Analyzing Argumentative Discourse Units in Online Interactions. In *Proceedings of the First Workshop on Argumentation Mining* (pp. 39–48). Association for Computational Linguistics: Baltimore, Maryland.
- Aakhus, M., Muresan, S., & Wacholder, N. (2014). Integrating natural language processing and pragmatic argumentation theories for argumentation support. In D. Mohammed & M. Lewinski (Eds.), *Virtues of Argumentation. Proceedings of the 10th International Conference of the Ontario Society for the Study of Argumentation (OSSA), 22-26 May 2013* (pp. 1-12). Windsor, ON: OSSA.
- Aakhus, M. (2010). Transparency work and argumentation design in deliberation about business in society. In D. Gouran (Ed.), *The functions of argument and social context: Selected papers from the 16th Biennial Conference on Argumentation* (pp. 11-17). Washington, DC: National Communication Association.
- Aakhus, M. (2009). The experiences of policy professionals in designing deliberation. In S. Jacobs (Ed.), *Concerning argument: Selected papers from the 15th Biennial Conference on Argumentation* (pp. 33-40). Washington, DC: National Communication Association.
- Aakhus, M. & Ziek, P. (2008). Sustainability Communication: A role for IT and IS in Relating Business and Society. In P. J. Ågerfalk, M. Aakhus, & M. Lind (Eds.), *Proceedings of the Inaugural Meeting of AIS SIGPrag* (pp. 29-37). (Invited position paper).
- Aakhus, M. & Greenfeld-Benovitz, M. (2008). Argument reconstruction and socio-technical facilitation of large scale argumentation. In P. J. Ågerfalk, H. Delugach, and M. Lind (Eds.), *Proceedings of the 3rd International Conference on the Pragmatic Web: Innovating the Interactive Society, ICPW '08, vol. 363* (pp. 77-81). New York: ACM.
- Aakhus, M. (2007). Exploring the gap between interaction and institutional orders in Pragmatic Web design. In S. Buckingham Shum, M. Lind, & H. Weigand (Eds.), *Proceedings ICPW'07: 2nd International Conference on the Pragmatic Web* (pp. 9-16). Tilburg: NL.

Proceedings cont.

- Aakhus, M. & Vasilyeva, A. (2007). Making, challenging, and defending a proposal: The emergence and evolution of disagreement space in a multi-party deliberation. In Eemeren, F. H. van, Garssen, B., Blair, T., & Willard, C. (Eds.), *Proceedings of the 6th International Conference of the International Society for the Study of Argumentation*. Amsterdam: SICSAT.
- Aakhus, M. (2006). Pragmatic web as communication design practice. In M. Schoop, A. de Moor, & J. Dietz (Eds.), *Pragmatic Web: Proceedings of the First International Conference on the Pragmatic Web* (pp. 9-21). Bonn: Gesellschaft für Informatik.
- Aakhus, M. (2006). The act and activity of proposing in deliberation. In P. Riley (Ed.), *Engaging Argument: Selected papers from the 2005 NCA/AFA Summer Conference on Argumentation* (pp. 402-408). Washington, D.C.: National Communication Association.
- Aakhus, M., Voon, W. & Liu, Y-H. (2005). Explicating tacit experiences in organizations: Evidence from online interns' discourse. In S. Hawamdeh (Ed.), *Proceedings of the 2005 International Conference on Knowledge Management* (pp. 41-52). Singapore: World Scientific.
- Aakhus, M. (2005). Communication Design: Understanding the Unintended and Unanticipated Shaping of Decisions, Disputes, and Learning through Communication. In S. Buckingham-Shum (Ed.), *Proceedings of the 5th Compendium Institute Workshop* (pp. 25-28). London: Knowledge Media Institute.
- Aakhus, M. (2005). Conversations for Reflection: Designing Support for Reflection-on-Professional Action. In G. Goldkuhl, M. Lind, & S. Haraldson (Eds.), *Proceedings of the 10th International Working Conference on the Language Action Perspective on Communication Modelling* (pp. 63-75). Linköping, Sweden: Research Network VITS.
- Aakhus, M. (2005). Databases, argumentation, and common-sense. In C. A. Willard (Ed.), *Critical Problems in Argumentation: Selected papers from the National Communication Association/American Forensic Association's 13th Biennial Conference on Argumentation* (pp. 459-465). Washington, D.C.: National Communication Association.
- Aakhus, M. (2004). Felicity conditions and genre: Linking act and conversation in LAP style conversation analysis. In Aakhus, M. & Lind, M. (Eds.), *Proceedings of the 9th International Working Conference on the Language Action Perspective on Communication Modelling* (pp. 131-142). New Brunswick, NJ.
- Aakhus, M. (2004). Understanding the Socio-Technical Gap: A case of GDSS Facilitation. In G. Goldkuhl, M. Lind, & S. Cronholm (Eds.), *Proceedings of the 2nd International Conference on Action in Language, Organisations, and Information Systems* (pp. 137-148). Linköping, Sweden: Research Network VITS..
- Moor, A. de & Aakhus, M. (2003). Argumentation support: From technologies to tools. In H. Weigand, G. Goldkuhl & A. de Moor (Eds.), *Proceedings of the Eighth International Workshop on the Language Action Perspective on Communication Modeling* (pp. 135-141). Aachen: Mainz.
- Weger, H. & Aakhus, M. (2002). Argumentation and the design of discourse: Televised town hall meetings and argument in the public sphere. In F. H. van Eemeren, A. Blair, & C. Willard (Eds.), *Proceedings of the 5th International Conference of the International Society for the Study of Argumentation* (pp. 1059-1065). Amsterdam: SICSAT.
- Bagley-Koyle, S. & Aakhus, M. (2002). Presuppositions about "good communication:" An assessment of online discourse. In G. Stahl (Ed.), *Proceedings of the Computer Supported Cooperative Learning* (pp. 641-642). Hillsdale, NJ: Lawrence Erlbaum.
- Aakhus, M. (2001). Designing web-based interactional tools to support learning from experience. In M. Schoop & J. Taylor (Eds.), *Proceedings of the Sixth International Workshop on the Language Action Perspective on Communication Modeling* (pp. 51-67). Aachen: Mainz.
- Aakhus, M., (1999). Reconstruction games: Assessing the resources for managing collective argumentation in groupware technology. In F. H. van Eemeren, R. Grootendorst, J. A. Blair, and C. A. Willard (Eds.), *Proceedings of the Fourth International Conference on Argumentation* (pp. 1-7). Amsterdam: International Centre for the Study of Argumentation (SicSat).

Proceedings cont.

- Aakhus, M. (1997). Settlement on the electronic frontier: The use of group decision support systems in argumentation management. In J. Klump (Ed.), *Proceedings of the Tenth NCA/AFA Conference on Argumentation: Argument in a Time of Change—Definitions, Frameworks, and Critiques* (pp. 132-137). Annandale, VA: National Communication Association.
- Aakhus, M., Adkins, M., and Glynn, M. (1997). Layers of learning: Facilitation in the distributed classroom. In J. F. Nunamaker and R. H. Sprague, (Eds.), *Proceedings of the Thirtieth Annual Hawaii International Conference on System Sciences: Vol. 2. Information Systems—Collaboration Systems and Technology* (pp. 598-609). Los Alamitos, CA: IEEE Computer Society Press.
- Aakhus, M. (1995). When old social technologies meet modern problems: Science Court as a model for managing expert disagreement. In S. Jackson (Ed.), *Proceedings of the Ninth SCA/AFA Conference on Argumentation: Argument and Values* (pp. 349-355). Annandale, VA: Speech Communication Association.
- Aakhus, M. (1995). The rational consequences of argumentation management. In F. H. van Eemeren, R. Grootendorst, J. A. Blair, and C. A. Willard (Eds.), *Proceedings of the Third International Conference on Argumentation: Vol. 4. Special Fields and Cases* (pp. 593-605). Amsterdam: International Centre for the Study of Argumentation (SicSat).

Book Chapters

- Aakhus, M. (in press). Media are dead, long live media: Apparategeist's capacity for understanding media evolution. In J. Katz (Ed.), *Perceiving the Future*. Springer.
- Aakhus, M., Ågerfalk, P., Samra, K., & Ozan, H. (2017). Engaging with Openness: Healthcare Innovation in the Networked Society. In B. Johansson, C. Møller, A. Chuadhuri, & F. Sudzina (Eds.) *Perspectives in Business Informatics Research. BIR 2017* (pp. 199-211). *Lecture Notes in Business Information Processing Series* (vol 295). Springer, Cham. DOI: 10.1007/978-3-319-64930-6_15
- Aakhus, M. (2017). Design. In C. Scott & L. Lewis (Eds.) (pp. 652-661), *The International Encyclopedia of Organizational Communication*. John Wiley & Sons, Inc.: New York.
- Aakhus, M., Dadlani, P., Gigliotti, R., Goldthwaite, C., Kosterich, A., & Sahay, S. (2016). Communication expertise as organizational practice: Competing ideas about communication in the market for solutions. In P. Leonardi & J. Treem (Eds.), *Communication, Expertise, and Organizing* (pp. 189-209). Oxford University Press: Oxford.
- Aakhus, M. & DiDomenico, S. (2016). Language and interaction in the new media environments. In A. Rocci & L. de Saussure (Eds.), *Verbal Communication (Handbooks of Communicative Science 3)* (pp. 375-394). Walter DeGruyter: Berlin. DOI: 10.1515/9783110255478-020
- Aakhus, M., & Harrison, T. (2015). Design Thinking about Communication in Health Systems Innovation: Orchestrating Interaction and Participation for Wellness. In T. R. Harrison & E. A. Williams (Eds.), *Organizations, Communication, and Health* (pp. 402-419). New York: Routledge.
- Aakhus, M. (2015). Design. In K. Tracy (Ed.), *The International Encyclopedia of Language and Social Interaction*. Wiley: New York.
- Aakhus, M. (2015). Deliberation digitized: Designing disagreement space through communication-information services. In M. Lewiński & D. Mohammed (Eds.), *Argumentation in Political Deliberation* (pp. 101-126). Amsterdam, The Netherlands: John Benjamins Publishing Company. (Reprinted)
- Aakhus, M. (2013). Managing conflict in information systems design stakeholder conferences: The role of Transparency Work (pp. 327-352). In J. Carroll (Ed.), *Creativity and Rationale: Enhancing human experience by design*. London: Springer-Verlag.
- Selvin, A., Buckingham-Shum, S., & Aakhus, M. (2013). The practice level in participatory design rationale: Studying practitioner moves and choices (pp. 287-326). In J. Carroll (Ed.), *Creativity and Rationale: Enhancing human experience by design*. London: Springer-Verlag. (Reprint).

Book Chapters cont.

- Moor, A. de & Aakhus, M. (2013). "It's the Conversation, Stupid!" Social Media Systems Design for Open Innovation Communities (pp. 51-65). In J. Erickson Lundstrom, P. Agerfalk, M. Edenius, S. Hrastinski, & M. Wiberg (Eds.), *Managing Open Innovation Technologies*. Springer-Verlag.
- Aakhus, M. & Lewinski, M. (2011). Argument analysis in large-scale deliberation. In E. Feteris, B. Garssen, F. Snoeck Henkemans (Eds.), *Keeping in touch with pragma-dialectics* (pp. 165-184). Amsterdam: John Benjamins.
- Katz, J. & Aakhus, M. (2010). Making meaning of mobiles: A theory of Apparatusgeist. In P. Nayar (Ed.), *The New Media and Cybercultures Anthology* (pp. 65-76). Oxford: Wiley-Blackwell. (Reprinted from Katz & Aakhus, 2002).
- Aakhus, M. (2008). Design theory. W. Donsbach (Ed.), *The International Encyclopedia of Communication* (pp. 1218-1222). Wiley-Blackwell.
- Aakhus, M. & Vasilyeva, A. (2008). Managing disagreement space in multiparty deliberation. In F. H. van Eemeren & B. Garssen (Eds.), *Controversy and Confrontation: Relating controversy analysis with argumentation theory* (pp. 197-214). Amsterdam: John Benjamins.
- Aakhus, M. (2007). Understanding ordinary democracy: The intersection of discourse and rhetorical analysis. In K. Tracy, J. McDaniel, & B. Gronbeck (Eds.), *The Prettier Doll: Rhetoric, Discourse, and Ordinary Democracy*. Tuscaloosa: University of Alabama Press.
- Aakhus, M. (2007). Conversations for reflection: Augmenting transitions and transformations in expertise. McInerney, C.R. & Day, R.E. (Eds.), *Re-thinking knowledge management: From knowledge objects to knowledge processes* (pp. 1-20). Dordrecht, The Netherlands: Springer-Verlag.
- Weger, H. & Aakhus, M. (2005). Competing demands, multiple ideals, and the structure of argumentation practices: A pragma-dialectical analysis of televised town hall meetings following the murder trial of O.J. Simpson. In F. H. van Eemeren & P. Houtlosser (Eds.), *The practice of argumentation* (pp. 181-196). Baltimore: John Benjamins.
- Aakhus, M. & Jackson, S. (2005). Technology, interaction, and design. In K. Fitch & R. Sanders (Eds.), *Handbook of language and social interaction* (pp. 411-437). Mahwah, NJ: Lawrence Erlbaum.
- Aakhus, M. (2003). Understanding information and communication technology and infrastructure in everyday life: Struggling with communication-at-a-distance. In J. Katz (Ed.), *Machines that become us: The social context of personal communication technology* (pp. 27-42). Mahwah, NJ: Lawrence Erlbaum.
- Katz, J., Aakhus, M., Kim, H., & Turner, M. (2003). Cross-cultural comparisons of ICTs: A semantic differential study of style and function dimensions of mobile telephones. In L. Fortunati, J. Katz, & R. Riccini (Eds.) *Mediating the human body: Technology, communication and fashion*. Mahwah, NJ: Lawrence Erlbaum & Associates, 2003. (Revised and translated from Katz, Aakhus, Kim, & Turner, 2002).
- Aakhus, M. (2002). Modeling reconstruction in groupware technology. In F. H. van Eemeren (Ed.), *Advances in pragma-dialectics* (pp. 121-126). Newport News, VA: Vale Press.
- Jacobs, S. & Aakhus, M. (2002). How to resolve a conflict: Two models of dispute resolution. In F. H. van Eemeren (Ed.), *Advances in pragma-dialectics* (pp. 29-44). Newport News, VA: Vale Press.
- Katz, J., Aakhus, M., Kim, H., & Turner, M. (2002). Confronto interculturale fra tecnologie della comunicazione e dell'informazione: Uno studio con il differenziale semantico. In a cura di Leopoldina, F. Katz, J. & Riccini, R. (Eds.), *Corpo forto: Il corpo umano tra tecnologie, comunicazione e moda* (pp. 111-124). Milan, Italy: Franco Angeli. (This is a revised version of the Katz, Aakhus, Kim, & Turner article in *Annals Telecommunication*, 57).
- Katz, J. & Aakhus, M. (2002). Framing the issues. In J. Katz & M. Aakhus (Eds.), *Perpetual contact: Mobile communication, private talk, public performance* (pp. 1-14). Cambridge: Cambridge University Press.
- Katz, J. & Aakhus, M. (2002). Making meaning of mobiles: A theory of Apparatusgeist. In J. Katz & M. Aakhus (Eds.), *Perpetual contact: Mobile communication, private talk, public performance* (pp. 301-320). Cambridge: Cambridge University Press.

Book Chapters cont.

- Aakhus, M. (2002). Mediating interaction: conflict and decision-Making. In L. Lederman & D. Gibson (Eds.), *Communication theory: A casebook approach* (pp. 153-172). Dubuque, IA: Kendall/Hunt Publishing Co.
- Aakhus, M. (2002). Group communication. In J. R. Schement (Ed.), *Encyclopedia of communication* (pp. 372-375). New York: MacMillan Reference.
- Aakhus, M. (2002). Conflict and group communication. In J. R. Schement (Ed.), *Encyclopedia of communication* (pp. 376-378). New York: MacMillan Reference.
- Aakhus, M. (2002). Decision-making and group communication. In J. R. Schement (Ed.), *Encyclopedia of communication* (pp. 379-382). New York: MacMillan Reference.
- Aakhus, M. (2002). Dynamics of group communication. In J. R. Schement (Ed.), *Encyclopedia of communication* (pp. 382-386). New York: MacMillan Reference.
- Aakhus, M. (1998). The rational consequences of argumentation management. In L. Lederman (Ed.), *Communication theory: A reader* (pp. 135-152). Dubuque, IA: Kendall/Hunt Publishing Co.

REPORTS AND OTHER PUBLICATIONS

- Aakhus, M. & Ågerfalk, P. (2015). Designing common(s) ground for open innovation in healthcare. <http://www.vinnova.se/sv/Resultat/Projekt/Effekta/2012-00741/Designing-commons-ground-for-open-innovation-in-healthcare/>
- Aakhus, M. (2014). Frans H. van Eemeren and Bart Garssen (eds): Topical Themes in Argumentation Theory: Twenty Exploratory Studies. *Argumentation*. doi:10.1007/s10503-014-9313-7 (Book Review)
- Ågerfalk, P., Aakhus, M., & Lind, M. (2010). Researching Open Innovation through social media. *Open Innovation Forum*. (8 pages). [Retrieved from http://www.scribd.com/fullscreen/30882386?access_key=key-1jfy9vze0spw4m0q1ybv]
- Aakhus, M. (2003). Advancing community engagement. A report on a project funded by the W.K. Kellogg Foundation and the Leadership for Institutional Change Initiative (LINC), University of Delaware B-493240. (Report, 85 pages)
- Aakhus, M. & Katz, J. (2003, January). Author's Response. Resource Center for Cyberculture studies. (2 pages)
- Aakhus, M. (2001). Designing reflective dialogue to support learning from experience. *SIGGROUP Bulletin*, 22(2), 29-37. [Revised and Republished from Aakhus (2001). Designing web-based interactional tools to support learning from experience. In M. Schoop & J. Taylor (Eds.), *Proceedings of the Sixth International Workshop on the Language Action Perspective on Communication Modeling* (pp. 51-67). Aachen: Mainz.]

PRESENTATIONS

Keynote Addresses

- Argumentation Design – Design Argumentation*. COST Action 17132 APPLY – Kick Off Conference. ArgLab, Universidade Nova de Lisboa (March 2019)
- Accountability in Networked Society: Argumentation, Platforms, and Blockchains*, International Conference on Discourse approaches to financial communication, Università della Svizzera italiana, Lugano Switzerland (July 2017).
- Communication and Design*, Practical Theory Master Class, Texas A&M University (October 2013).
- Communication Design Practice*, 9th Annual Aspen Conference on Engaged Scholarship: Engaging Design, Designing Engagement, Aspen CO. (July 2012).
- Deliberation Digitized: Governing argument in mediated society*, International Colloquium on Argumentation in Political Deliberation for the Inauguration of the ArgLab at the Institute of Philosophy of Language, Universidade Nova de Lisboa. (September 2011).

Emerging Technologies – A Design Stance, The official inauguration of CITÉ, Centre de recherche interdisciplinaire sur les technologies émergentes (Centre for Interdisciplinary Research on Emerging Technologies) at the University of Montreal, *Reconstructing Boundaries: Challenges and Opportunities for Emerging Technologies*. (November 2003).

Invited Lectures and Plenary Addresses

Analyzing argumentative contexts in public policy communication: A Polylogical Perspective. Cost Action 17132 – APPLY: European Network for Argumentation in Public Policy. Winter School, Zagreb Croatia (January, 2020).

COST Action APPLY: European Network for Argumentation and Public Policy Analysis. The State of Global Engagement at Rutgers University-New Brunswick, Rutgers Global Town Hall – Signature Global Initiatives. New Brunswick (November 2019).

Design, Argumentation, and the Future of Work. National Communication Association Preconference: Future of Work. Baltimore (November, 2019).

How do we design? – Communication & Design. Leonardo Art Science Evening Rendezvous (LASER), Rutgers New Brunswick: How do we design? (November, 2018).

Language and Social Interaction. Doctoral Program in Applied Linguistics – Argumentation in Professional Practice, Zurich University of Applied Sciences School of Applied Linguistics and Università della Svizzera italiana Faculty of Communication Sciences, Lugano (October, 2018)

What is apparatgeist? Day of Apparatgeist, Boston University (February, 2018).

The Communicative Work of Mediating and Facilitating: Prospects for Designing Systems. Georgia Tech Cognitive Systems Seminar Series, Georgia Tech Research Institute, Atlanta Georgia (April 2017).

Polylogical Analysis of Energy Deliberations and Controversies with Macroscopes. Practical argumentation in the European energy and climate debates: Values, argumentative strategies, and discursive representations. ArgLab, IFILNOVA, FCSH, Universidade Nova de Lisboa (March 2017).

Argumentation analysis of large-scale practice: The case of the natural gas from shale supply chain.

Practical argumentation in the European energy and climate debates: Values, argumentative strategies, and discursive representations. ArgLab, IFILNOVA, FCSH, Universidade Nova de Lisboa (2015).

Communication as Design in the Analysis of Large-Scale Argumentation. Argupolis International PhD School, Institute of Argumentation, Linguistics, and Semiotics (IALS), Università della Svizzera italiana, Lugano Switzerland (2015).

Argumentation, Communication, and Design – Some Directions for the analysis of argumentation in context. Argupolis International PhD School, Institute of Argumentation, Linguistics, and Semiotics (IALS), Università della Svizzera italiana, Lugano Switzerland (2014).

Argumentation Studies as the Intersection of Cognitive Process and Socio-Cultural tools: A response to Sperber and Mercier's Argumentative Theory of Reasoning. Invited plenary address. The Centre for Research in Reasoning, Argumentation, and Rhetoric (CRRAR) International Workshop on The Evolution of Argumentation: The Sperber/Mercier Theory, Windsor Ontario (2012).

"It's the Conversation, Stupid": Social Media Systems Design for Open Innovation Communities. Invited Lecture with A. de Moor for the Open Innovation Frameworks Project and Anthology Development Workshop, Uppsala University, Uppsala Sweden (2010).

Crafting interactivity: Transforming assumptions about communication in science and policy. Invited plenary address. The National Council on Radiation Protection and Measurements annual meeting (Communication of Radiation Benefits and Risks in Decision Making), Washington, D.C. (2010).

Communication as design: Examining the intersection of communication, information, and media. Invited Lecture. Research Colloquium, Department of Informatics and Media, Uppsala Universitet, Uppsala Sweden (2009).

Invited Lectures and Plenary Addresses cont.

Exploring Communication as Design: The experiences of policy professionals in designing deliberation. Invited Lecture. Research Colloquium, Department of Communication, University of Colorado-Boulder, CO (2007).

Articulating Argumentation. Invited Lecture. Research Colloquium, Department of Speech Communication, Argumentation Theory, and Rhetoric, The University of Amsterdam, Amsterdam (2004).

Designing and supporting reflective learning in field experiences. Invited Lecture. Research Colloquium, The Feinberg School of Medicine, Northwestern University, Chicago, IL (2002).

Cell phones, public spaces, and user behavior. Invited Lecture. George Mason University Telecomm Society, George Mason University, Alexandria, VA (2001).

The Communicative Imagination. Invited Lecture. Contemporary Issues in Leadership Series, The Center for Organizational Development and Leadership, Rutgers University, New Brunswick, NJ (2001).

Communicators, their communication tools, and the communication activities they construct. Invited Lecture. Research Colloquium, Pennsylvania State University Department of Speech Communication, Pennsylvania State University, University Park, PA (2000).

Using information and communication technology to support reflective learning and distributed program delivery. Invited Lecture. Board of Trustees, School of Communication, Information, and Library Studies, Rutgers University, New Brunswick, NJ (2000).

Invited Participant & Respondent

Keynote Respondent: Facilitating Dialogue Between Theories and Practices of Constitutions. Aspen Engaged. Aspen (July 2018).

Problematization in Digital Innovation Research: Response, Respondent and Participant, Special Interest Group – Pragmatist Information Science Research Conference, Uppsala University, Gotland Sweden, May, 2018.

The dis-contents of turning communication into information, Presenter and Participant, Facts in Argumentation: European Conference on Argumentation Workshop, Fribourg CH, July 2017.

Public Dialogue and Deliberation: An invitation to Integrate our Teaching, Research Service and Professional Networks, Respondent and Participant, National Communication Association, 2015.

Transformative Technology in Mediation, Participant, Center for Argument Technology, School of Computing, University of Dundee, Dundee Scotland, 2015.

Using Information Technology to Supercharge Group Research and Build Group Research Communities, Respondent, Group Communication Division, National Communication Association, 2012.

Organizational Transformation and Knowledge Sharing: Views on the Impact and Effectiveness of Social Media, Respondent, Organizational Communication Division, National Communication Association, 2012.

Exploring Technology: Building Bridges for Significant Learning Experiences, Respondent, Scholarship of Teaching and Learning, National Communication Association, 2010.

Collaboration: Enactment at Micro, Meso and Macro Organizational Levels, Respondent, Organizational Communication, Scholarship of Teaching and Learning, National Communication Association, 2010.

Organizational Communication at Alta Revisited: Reflection, Synthesis and Engagement, Invited, Alta, UT (2008).

Institutional Argumentation. An international workshop on argumentation in institutional settings, Invited, University of Amsterdam, Amsterdam, The Netherlands (2007).

European Academy for Business in Society Doctoral Consortium, Chair/Respondent, Invited, IESE, University de Navarra, Barcelona Spain, 2007.

Theories in and of Groups, Respondent, Group Communication Division, National Communication Association, 2006.

Invited Participant & Respondent cont.

Machines that become us. An international conference on communication and technology sponsored by the Department of Communication Rutgers University, New Brunswick, NJ, 2001.

Digital Childhood: A research agenda on human development and technology. Sponsored by American Psychological Association, Center for Media Education, Decade of Behavior, The Markle Foundation, National Communication Association, National Science Foundation, Society for Research on Child Development, Washington, D.C., 2000.

Rhetoric and communication in the 21st Century. An international conference sponsored by the National Communication Association and the Dep't of Communication University of Jyväskylä, Finland (2000).

Technology shaping discourse shaping technology: Moving beyond a socio-technical view. A Research Workshop Co-Sponsored by the Department of Communication and the Information Systems Division of the College of Business and Administration, University of Colorado, Boulder, CO (1999).

Research Presentations at Conferences

Aakhus, M. (2019, June). *Argumentative Design and Polylogue.* Presented at the Third European Conference on Argumentation. Groningen, the Netherlands.

Aakhus, M. (2019, June). *APPLY Working Group 3: Designing Public Argument.* Presented at the Third European Conference on Argumentation. Groningen, the Netherlands.

Kim, S., Mikesell, L., Fadem, S., and Aakhus, M. (2019, May). *Designing a Personalized Support Tool for Patients facing Bone Marrow Transplant.* Presented at the 13th EAI International Conference on Pervasive Computing Technologies for Healthcare, Association Computing Machinery. Trento, Italy.

Aakhus, M., Mikesell, L., Kim, S., & Fadem, S. (2018, July). *Designing deliberation into precision medicine.* Presented at the 9th International Conference of the International Society for the Study of Argumentation, Amsterdam.

Musi, E. & Aakhus, M. (2018, May). *Fracking frames: automatic detection of lines of controversies in the energy domain.* Presented at the annual convention of the International Communication Association, Prague.

Fadem, S., Kim, S., Mikesell, L., Aakhus, M., Strair, R., Manago, J., & McGrath, M. (2018, February). *Personalizing Decision Support for AML Patients by Incorporating Experienced Patient Videos about Treatment Outcomes.* Poster. Bone Marrow Transplant (BMT) Tandem Meetings, Salt Lake City, UT.

Aakhus, M., Ågerfalk, P., Lennmyr, F. (2018, January). *Digital Innovation as Design of Digital Practice: Doctors as Designers in Healthcare.* 51st Hawaii International Conference on Systems Science, Hawaii.

Aakhus, M., Ågerfalk, P., Samra, K., & Ozan, H. (2017, August). *Engaging with Openness: Healthcare Innovation in the Networked Society.* The 16th International Conference on Perspectives in Business Informatics Research, Aalborg University, Copenhagen Denmark.

Palmieri, R. & Aakhus, M. (2017, July). *Designing argumentation for stakeholder engagement and trust repair in a crisis context.* International Conference on Discourse Approaches to Financial Communication. Lugano Switzerland.

Aakhus, M. & Musi, E. (2017, June). *Inferring argumentative patterns in polylogue about energy issues.* Presented at the Second European Conference on Argumentation. Fribourg Switzerland.

Musi, E., Aakhus, M. Muresan, S., Rocci, A., & Stede, M. (2017, June). *From Theory to practice: the annotation of argument schemes.* Presented at the Second European Conference on Argumentation. Fribourg Switzerland.

Oliveras, C., Aakhus, M., & Lewinski, M. (2017, June). *Apologia in a networked society: The case of Volkswagen's polylogical challenge.* Presented at the Second European Conference on Argumentation. Fribourg Switzerland. Fribourg Switzerland.

Presentations cont.

- Fadem, S., Kim, S., Mikesell, L., Bontempo, A., & Aakhus, M. (2017, June). Incorporating Women's Experiences of Bone Marrow Transplant into an Interactive, Video-based Decision Support System. Poster. Women's Healthcare Innovation and Leadership Showcase, Robert Wood Johnson Medical School, Piscataway, NJ.
- Aakhus, M. & Musi, E. (2016, November). *Tracing disagreement space in large-scale controversies: Toward a linguistic-argumentative analysis of oil drilling issues in opinion articles*. Presented at the annual convention of the National Communication Association, Philadelphia.
- Aakhus, M., Muresan, S., & Wacholder, N. (2016, July). *An Argument-Ontology for a Response-Centered Approach to Argumentation Mining*. Presented at the 16th Workshop on Computational Models of Natural Argument. New York.
- Aakhus, M., & Ziek, P. (2016, May). *Argumentation in large, complex practices*. Presented at conference of The Ontario Society for the Study of Argument 11. Windsor, ON.
- Aakhus, M. (2015, June). *Understanding the competence involved in constructing argumentative contexts*. Presented at the First European Conference on Argumentation, Lisbon Portugal.
- M. Janier, M. Aakhus, C. Reed, & K. Budzynska. (2015, June). *Modeling impasse in argumentative activity with Inference Anchoring Theory: The case of impasse in mediation*. Presented at the First European Conference on Argumentation, Lisbon Portugal.
- Aakhus, M., Ziek, P., & Dadlani, P. (2014, November). *Modeling the argumentative roles of organizations in public controversy: The case of Marcellus Shale gas production*. Presented at the National Communication Association Annual Convention, Chicago.
- Aakhus, M. & Lewinski, M. (2014, June). *Toward polylogical analysis of argumentation: Analyzing disagreement space in the public deliberation about fracking*. Presented at the 8th International Conference of the International Society for the Study of Argumentation, Amsterdam.
- Aakhus, M., Ziek, P., & Dadlani, P. (2014, June). *The architecture of arguing on the web: Argument entrepreneurialism and argumentation-as-a-service*. Presented at the Arguing on the Web 2.0 Workshop, Amsterdam.
- Ghosh, D., Muresan, S., Wacholder, N., Aakhus, M., & Mitsui, M. (2014, June). *Analyzing Argumentative Discourse Units in Online Interactions*. Presented at the First Workshop on Argumentation Mining, 52nd Annual Meeting of the Association for Computational Linguistics. Baltimore, MD.
- Aakhus, M. & Anderson, D. (2013, November). *Design and Professional Practice*. Paper presented at the Annual Convention of the National Communication Association, Washington, D.C.
- Aakhus, M., Muresan, S., & Wacholder, N. (2013, November). *Some considerations regarding natural language processing in designing argumentation support*. Paper presented at the Annual Convention of the National Communication Association, Washington, D.C.
- Aakhus, M. & Ziek, P. (2013). *The mediation of stakeholder relations and the generation of social, environmental, and economic issues*. Presented at the International Communication Association Preconference: CSR and Communication – Extending the Agenda. London, UK.
- Aakhus, M. & Bzdak, M. (2013). *Communication Design Logics for Dialogue and Stakeholder Engagement: The Shared Value Model and its Alternatives*. Presented at the International Communication Association Preconference: Governance through communication: Stakeholder engagement, dialogue, and corporate social responsibility. Edinburgh, UK.
- Aakhus, M., Muresan, S., Wacholder, N. (2013). *Integrating natural language processing and pragmatic argumentation theories for argumentation support*. Presented at OSSA 10 Virtues of Argument, Ontario Society for the Study of Argumentation, University of Windsor, Windsor, Canada.
- Anderson, D. & Aakhus, M. (2012, July). *The work of association management as communication design practice: An investigation of managing-as-designing*. Presented at the European Group on Organization annual conference, Helsinki Finland.

Presentations cont.

- Laureij, L. & Aakhus, M. (2012, February). *Communication Norms in Organizational Theory and Research: The case of Contracting for Supply Chain Management*. Presented at the International Communication Association conference, Communicating in a World of Norms: Information and Communication in Contemporary Globalization, Lille, France.
- Aakhus, M. & Bzdak, M. (2011, November). *Revisiting "shared value" in developing markets: What is the role of philanthropy?* Presented at the annual colloquium of the Academy for Business in Society, Fontainebleau, France.
- Aakhus, M. (2011, May). *Managing as designing: The uses of meetings by policy professionals to design communication in complex policy processes*. Presented at the annual conference of the International Communication Association, Boston MA.
- Aakhus, M. (2011, May). *Communication as an object of design: Articulating a practical theory of communication design in policy practice*. Presented at the annual conference of the International Communication Association, Boston MA.
- Aakhus, M. & Laureij, L. (2011, May). *Dialogue Representation in Communication Design Practice*. Presented at International Association for Dialogue Analysis, Montreal CA.
- Aakhus, M. (2010, November). *Are social media changing the nature of collaboration?* Presented at the Annual Convention of the National Communication Association, San Francisco.
- Aakhus, M. (2010, November). *Governing Interactivity & Virtual Research Environments*. Presented at the Annual Convention of the National Communication Association, San Francisco.
- Aakhus, M. (2010). *Argumentation Design in Policy Practice*. Presented at the 7th International Conference of the International Society for the Study of Argumentation, Amsterdam
- Aakhus, M. (2009, November). *Considering communication design and communication constraints in reconsidering 'place' in organizational communication research*. Panel participant at the Annual Convention of the National Communication Association, Chicago IL.
- Aakhus, M. & Ziek, P. (2009, November). *The role of instruments for communicating corporate social responsibility*. Presented at the Annual Convention of the National Communication Association, Chicago, IL.
- Laureij, L. & Aakhus, M. (2009, November). *Contracting as collaborative design: Developing a constitutive view of supply chain interaction*. Presented at the Annual Convention of the National Communication Association, Chicago, IL.
- Aakhus, M. & Greenfield-Benovitz, M. (2009, October). *Global Deliberation? Understanding the potential of the Internet through online argumentation tools*. Presented at the annual conference of Association of Internet Researchers, Milwaukee, WI.
- Aakhus, M. (2009, August). *Transparency work and argumentation design in deliberation about business in society*. Paper presented at The 16th NCA/AFA Summer Conference on Argumentation, Alta, UT.
- Aakhus, M. & Ziek, P. (2008, December). *Sustainability Communication: A role for IT and IS in Relating Business and Society*. Presented at the Inaugural Meeting of AIS SIGPrag, International Conference on Information Systems, Paris, France.
- Aakhus, M. & Weger, H. (2008, November). *Jackson's and Jacobs' Construction and Development of Communication Studies as a Design Enterprise*. Presented at the annual conference of the National Communication Association, San Diego, CA.
- Aakhus, M. (2008, November). *Designers in practice*. Presented at the annual conference of the National Communication Association, San Diego, CA.
- Aakhus, M. & Grushina, Y. (2008, May). *Realizing organizational agency through innovations in organizational accountability*. Presented at the International Communication Association's Preconference: What is an organization? Materiality, agency, and discourse, Montreal, Quebec.

Presentations cont.

- Aakhus, M. & Anderson, D. (2007, November). *Communication work*. Presented at the Organizational Communication Preconference on “The Meaning(s) of Work Across Time, Cultures, & Systems: Exploring Work's Meaning(fulness) for Organizational Communication Research and Practice” at the National Communication Association annual convention, Chicago.
- Aakhus, M. (2007, October). *Exploring the gap between interaction and institutional orders in Pragmatic Web design*. Presented at the 2nd International Conference on the Pragmatic Web, Tilburg, The Netherlands.
- Bzdak, M. & Aakhus, M. (2007, September). *Corporate social responsibility in communication theory and practice*. Presented at the 6th annual colloquium of the European Academy for Business in Society, Barcelona.
- Aakhus, M. (2007, August). *The experiences of policy professionals in designing deliberation*. Presented at the NCA/AFA summer conference on argumentation, Alta, UT.
- Weger, H., Aakhus, M., & Polcar, L. (2007, August). *An exploratory study of responses to fallacies in public debates: Audience perceptions of reasonableness and effectiveness*. Paper presented at the NCA/AFA summer conference on argumentation, Alta, UT.
- Aakhus, M. (2007, May). *Attending to web pragmatics*. Presented at the Language and Social Interaction Preconference at the International Communication Association's annual convention, San Francisco.
- Aakhus, M. & Vasileyeva, A. (2006, June). *Making, challenging, and defending a proposal: The emergence and evolution of disagreement space in a multi-party deliberation*. Presented at the 6th International Conference of the International Society for the Study of Argumentation, Amsterdam.
- Aakhus, M. & Weger, H. (2005, November). *Turning fallacies around*. Presented at the National Communication Association's annual convention, Boston, MA.
- Aakhus, M. (2005, November). *Communication Design: Understanding the Unintended and Unanticipated Shaping of Decisions, Disputes, and Learning through Communication*. Presented at the Compendium Institute Workshop, Washington, DC.
- Aakhus, M., Voon, W., & Liu, Y. (2005, October). *Explicating tacit experiences in organizations: Evidence from online interns' discourse*. Presented at the Second International Conference on Knowledge Management of the American Society for Information Science & Technology, Charlotte, NC.
- Aakhus, M. (2005, August). *The act and activity of proposing in deliberation*. Presented at the NCA/AFA Summer Conference on Argumentation, Alta, UT.
- Aakhus, M. (2005, June). *Conversations for Reflection: Designing Support for Reflection-on-Professional Action*. Presented at the 10th International Working Conference on the Language Action Perspective on Communication Modelling, Kiruna, Sweden.
- Aakhus, M. & Moor, A. de. (2005, May). *Diagnosing Argumentation*. Presented at the International Communication Association's annual convention, New York City, NY.
- Makoul, G., Zick, A., Flores, M., & Aakhus, M. (2004, September). *An online forum helps medical students reflect on challenging communication situations*. Paper presented at the International Conference on Communication in Healthcare, Bruges, Belgium.
- Aakhus, M. & Tom, M. (2004, July). *Disputes within Disputes: Examining the expression of doubt, disagreement, and opposition in a meeting of public officials*. Paper presented at the International Association of Language and Social Psychology, State College, PA.
- Aakhus, M. (2004, June). *Felicity conditions and genre: Linking act and conversation in LAP style conversation analysis*. Paper presented at the 9th international working conference on the Language Action Perspective on communication modelling. New Brunswick, NJ.
- Makoul G, Aakhus M, Altman M, & Flores MQ. (2004, April). *“Difficult Conversations” online forum: Helping students reflect on communication challenges during clerkships*. Poster presented at the 27th Annual Meeting, Society of General Internal Medicine, Chicago, IL.

Presentations cont.

- Aakhus, M. (March, 2004). *Understanding the Socio-Technical Gap: A case of GDSS Facilitation*. Presented at the 2nd international conference on Action in Language, Organizations, and Information Systems, Linköping University, Linköping Sweden.
- Aakhus, M. & Rumsey, E. (November, 2003). *Communicative action and norms in flaming and hostile communication*. Presented at the annual convention of the National Communication Association, Miami, FL.
- Aakhus, M. (November, 2003). *What do communication professionals do?* Presented at the annual convention of the National Communication Association, Miami, FL.
- Aakhus, M. (August, 2003). *Databases, Argumentation, and Common-Sense*. Presented at the 13th NCA/AFA Summer Conference on Argumentation, Alta, UT.
- Aakhus, M. (July, 2003). *The mediation of argumentation with technological tools*. Presented at the 8th International Pragmatics Conference, Toronto, Ontario, CA.
- Moor, A. de & Aakhus, M. (July, 2003). *Argumentation support: From technologies to tools*. Presented at the 8th Working Conference on the Language Action Perspective on Communication Modeling, Tilburg University, The Netherlands.
- Aakhus, M. (November, 2002). *Modeling the reconstruction of argumentative discourse: The case of groupware technology*. Presented at the National Communication Association annual convention, New Orleans, LA.
- Aakhus, M. & Tama, S. (November, 2002). *Communication and information services for professionals*. Presented at the National Communication Association annual convention, New Orleans, LA.
- Jacobs, S. & Aakhus, M. (November, 2002). *How to resolve a conflict: Two models of dispute resolution in mediation*. Presented at the National Communication Association annual convention, New Orleans, LA.
- Weger, H. & Aakhus, M. (June, 2002). *Argumentation and the design of discourse: Televised town hall meetings and argument in the public sphere*. Presented at the 5th International Conference of the International Society for the Study of Argumentation, Amsterdam.
- Bagley-Koyle, S. & Aakhus, M. (January, 2002). *Presuppositions about "good communication": An assessment of online discourse*. Presented at the Computer Supported Cooperative Learning conference, Boulder, CO.
- Aakhus, M., White, W., Bagley-Koyle, S., & Cockett, L. (November, 2001). *Reflecting on communication at work and in professional life: Assessing the discourse of an on-line learning community*. Presented at the National Communication Association Annual Convention, Atlanta, GA.
- Aakhus, M. & Jackson, S. (November, 2001). *Discourse and design*. Presented at the National Communication Association Annual Convention, Atlanta, GA.
- Aakhus, M. (July, 2001). *Designing web-based interactional tools to support learning from experience*. Presented at the Sixth International Workshop on the Language Action Perspective on Communication Modeling and IFIP WG 8.1 Working Conference on Organisational Semiotics, Montreal, CA.
- Katz, J., Aakhus, M., Kim, H., & Turner, M. (May, 2001). *Romancing the Apparatchik: The meaning of mobile communication technologies in a national and cross-cultural context*. Presented at the Annual convention of the International Communication Association, Washington, D.C.
- Aakhus, M. (April, 2001). *Understanding ICTs in everyday life: The role of personal communication and information infrastructures*. Presented at Machines That Become Us, an international conference on communication and technology, Rutgers University, New Brunswick, NJ.
- Aakhus, M. (November, 2000). *Info-mediaries and the privatization of the public sphere*. Presented at the National Communication Association Annual Convention, Seattle, PA.
- Aakhus, M. (November, 2000). *Activity in mediated communication*. Presented at the National Communication Association Annual Convention, Seattle, WA.

Presentations cont.

- Aakhus, M. (November, 2000). *Virtual dialectics: Support for critical reflection in online, experience-based learning communities*. Presented at the National Communication Association Annual Convention, Seattle, WA.
- Aakhus, M. (June, 2000). *Human communication and technology: Counter-acting the “conduit” logic in the design of mediated interaction*. Presented at the National Communication Association’s International Conference on Rhetoric and Communication in the 21st Century, Jyväskylä, Finland.
- Aakhus, M. (April, 2000). *The architecture of the classroom of the future: Educating the communication professional*. Presented at the Eastern Communication Association Annual Convention, Pittsburgh, PA.
- Aakhus, M. (February, 2000). *Mediated interaction: Designing formats for political interaction*. Presented at the School of Communication, Information, and Library Studies conference on Media, Information, and Politics: Research issues for the new millennium, New Brunswick, NJ.
- Aakhus, M. (November, 1999). *Technology design and communication professionals*. Presented at the National Communication Association Annual Convention, Chicago, IL.
- Aakhus, M. (May, 1999). *Reconstruction games: Assessing the communicative knowledge in collaborative computing products*. Presented at the International Communication Association Annual Convention, San Francisco, CA.
- Aakhus, M. (May, 1999). *“Buy-In” practices: Some consequences of managing organizational decision-making with collaboration technology*. Presented at the International Communication Association Annual Convention, San Francisco, CA.
- Aakhus, M. (May, 1999). *Process management: The proverbs of practice in constructing contexts for ‘real communication.’* Presented at the International Communication Association Annual Convention, San Francisco, CA.
- Aakhus, M. (November, 1998). *“We just manage the process not the content”: An examination of the institutional resources in the field of process facilitation for constructing communication formats*. Presented at the National Communication Association national convention, New York, New York.
- Aakhus, M. (November, 1998). *The performance of Transparency Work to manage the multiple communicative demands of computer supported process facilitation*. Presented at the annual convention of the National Communication Association, New York, New York.
- Aakhus, M., Adkins, M., & Glynn, M. (November, 1998). *New concepts for constructing communicative spaces in organizations with advanced information technologies*. Presented at the annual convention of the National Communication Association, New York, New York.
- Aakhus, M. (June, 1998). *Assessing argumentative resources in groupware*. Presented at the International Society for the Study of Argumentation Fourth International Conference, Amsterdam, The Netherlands.
- Aakhus, M. (August, 1997). *Settlement on the electronic frontier: The use of group decision support systems in argumentation management*. Presented at the 10th annual NCA/AFA conference on argumentation, Alta, UT.
- Aakhus, M. (1997, April). *Discourse design and the engineering of choice*. Presented at the Eastern Communication Association Annual Convention, Baltimore, MD.
- Aakhus, M., Adkins, M., and Glynn, M. (1997, January). *Layers of learning: Facilitation in the distributed classroom*. Presented at the Hawaii International Conference on System Sciences annual conference, Maui, HI.
- Aakhus, M. (1996, November). *The discourse of decision in computer supported facilitation*. Presented at the Speech Communication Association annual convention, San Diego, CA.
- Aakhus, M., Madison, C., and Jackson, S. (1996, May). *Discourse design and the design of discourse*. Presented at the International Communication Association annual convention, Chicago, IL.
- Aakhus, M. (1995, August). *When old social technologies meet modern problems: Science Court as a model of managing expert disagreement*. Presented at the AFA/SCA Summer Conference on Argumentation, Alta, UT.

Presentations cont.

- Aakhus, M. & Aldrich, A. (1995, May). *Managing multiple meanings in interactions: A felicity condition analysis of compliments*. Presented at the International Communication Association annual convention, Albuquerque, NM.
- Aakhus, M. (1995, June). *Settlement processes versus rational discussion: An examination of argument management techniques in dispute mediation*. Presented at the International Society for the Study of Argumentation third international conference, Amsterdam, The Netherlands.
- Madison, C. & Aakhus, M. (1994, July). *Sensemaking and the synthetic social context: Conflict management in computer supported meetings*. Presented at the International Communication Association annual convention, Sydney, Australia.
- Aakhus, M. & Aldrich, A. (1994, February). *Managing multiple goals and constraints in interactions: An examination of the "I wish I ..." compliment form*. Presented at the Western Speech Communication Association annual convention, San Jose, CA. (Top 4 Paper in Language and Social Interaction)
- Jacobs, S., Aakhus, M., Aldrich, A., & Schultz, N. (1993, November). *The functions of argumentation in models of conflict resolution*. Presented at the Speech Communication Association of America annual convention, Miami, FL.
- Aakhus, M. (1993, November). *A relational communication approach to the management of family member illness*. Presented at the annual Speech Communication Association of America annual convention, Miami, FL.
- Jacobs, S., Aakhus, M., & Aldrich, A. (1993, May). *This is a really great paper: How to recognize a compliment*. Presented at the annual convention of the International Communication Association, Washington, D.C.
- Aakhus, M. (1991, April). *On the use of metacommunicative practices for concerting multi-party activities*. Presented at the Central States Communication Association Annual Convention, Chicago, IL. (Top 4 Paper in Communication Theory)

GRANTS

Funded

- Community Centered Design for Health and Wellness*, M. Aakhus and S. Allred, PIs, Rutgers Office for Research and Economic Development IRG (Interdisciplinary Research Group), \$200,000, 7/1/2018-6/30/2021.
- Designing collaborative clinical practice with a personalized patient support system for high-risk medical decision-making*. M. Aakhus, L. Mikesell, and R. Strair, Co-PIs. Century for the Cure. \$50,000, 7/1/2017-6/30/2019.
- EAGER: Assessment of Barriers to Trusting Computer-Based Home Assistance*. P. Kantor, PI; C. Gal and M. Aakhus Co-PIs. National Science Foundation EAGER IIS-0945192, Award Number: 0945192, \$299,661, 9/15/2009-8/31/2014.
- Laboratory for the Study of Applied Language Technology and Society*. N. Wacholder, S. Muresan, & M. Aakhus Co-PIs. Office of the Vice President of Research, \$100,000, 7/1/2009-6/30/2012.
- Social Responsibility and Community Wellness*. H. Mokros, PI; M. Aakhus, M. Bzdak, & B. Qualls Co-PIs. Rutgers University Academic Excellence Fund, \$85,000, 7/1/2009-6/30/2011.
- Sun Micro-Systems Academic Excellence Grant*. M. Aakhus & J. Oliver, Equipment (thin client work stations & Sun Server) for start-up of Communication and Interaction Laboratory at the School of Communication, Information, and Library Studies. Sun AEG Grant EDUD-7824-060334-US, \$40,000, 7/1/2006.
- Resistance to collaboration: Understanding policy-makers and planners non-use of collaborative processes*. M. Aakhus & S. Jaffe, Co-PI. William and Flora Hewlett Foundation, 4-23772, \$20,000, 1/15/05 – 4/15/06.

Funded cont.

Advancing community engagement: Designing, testing, and evaluating a new model. M. Aakhus, PI. W. K. Kellogg Foundation and the Leadership for Institutional Change Initiative, University of Delaware, B-493240, \$15,000, 9/01/2001 – 8/31/2003.

Virtual dialectics: A collaborative learning application that supports learning from experience. M. Aakhus, PI. Rutgers University Research Council Grant, \$1,000, 6/01/2001 – 6/01/2002.

Unfunded

Clinical Decision Support for Patients with Acute Myelogenous Leukemia, R. Strair, PI, M. Aakhus, D. Cooper, D. Foran, L. Mikesell, S. Kim, D. Moore, CoPIs. Agency for Healthcare Research and Quality (PA-17-261), 1,200,000, 7/1/2018-6/30/2021 [Not Funded].

Digital Institutionalising (Digital Institutionalization: Three cases of designing digital infrastructure for land transactions, payment services, and journalism). O. Eriksson (Uppsala), PI, M. Aakhus (Rutgers), J. Eriksson Lundström (Uppsala), A. Hamfelt (Uppsala), C. Ingram (Stockholm School of Economics), G. Svensson (Uppsala), P. Ågerfalk (Uppsala), CoPIs. Marianne and Marcus Wallenberg Foundation, SEK 5,000,000 [Not Funded].

Computational Models of Argumentation for Online Polylogues. S. Muresan (Columbia), N. Wacholder (Rutgers), M. Aakhus (Rutgers), PIs. NSF Robust Intelligence, \$587,284, 7/1/16-6/30/18 [Not funded].

COGITO: Collaborative Game Intelligence Tool. T. Strzalkowski (PI) SUNY-Albany applicant institution. N. Wacholder, PI, M. Aakhus CoPI, IARPA CREATE (Crowd Sourcing Evidence, Argumentation, Thinking, and Evaluation), \$2,028,458 (RU sub-award), 9/1/2016-2/28/2021 [Not funded].

Designing collaborative clinical practice with a personalized patient support system for high-risk medical decision-making, M. Aakhus, PI, L. Mikesell, R. Strair, X. Zhou, CoPIs. NSF IIS SCH (Smart and Connected Health), \$1,948,781 7/1/16-6/30/20 [Not funded].

Opposition: A sensitive probe of socio-cultural content in language. N. Wacholder, PI, M. Aakhus, S. Muresan, P. Kantor, CoPIs. IARPA SCIL (Socio-Cultural Content in Language), \$3,079,369, 7/1/2009-8/31/2012. [Not funded].

Research Consultant

Core Group Member, Management Committee Observer: COST Action 17132 – APPLY: *European network for argumentation and public policy analysis*, M. Lewinski (ArgLab, Universidade NOVA de Lisboa), PI. European Cooperation in Science & Technology, EUR 700,000, 7/1/2018-6/30/2022 [Funded].

Scientific Advisor: COST Action 17132 – APPLY: *European network for argumentation and public policy analysis*, elected October 2018 for length of Action 11/2018-10/2022.

Scientific Advisory Board: *Digital Innovation Gotland*, P. Ågerfalk PI, Swedish Agency for Economic and Regional Growth, SEK 3,500,000. 2018-2021.

Advisory Board: *Resistance to Metaphor*, G. Steen (Metaphor Lab, Center for Language and Communication, University of Amsterdam), PI. Netherlands Organization for Scientific Research (NWO), EUR 750,000, 2016-2021.

Advisory Board: *Dialogue-based Exploration of Argument & Mediation Space (DrEAMS)*. C. Reed (Centre for Argument Technology, University of Dundee), PI. Leverhulme Trust, £188,834, 2013-2016.

Advisory Board: *Online Deliberation in the AGORA-net – A Level II Start-Up Project.* M. Hoffman (Center for Ethics and Technology, Georgia Tech), PI. National Endowment for the Humanities Digital Humanities Start Up Grant \$599,994, 7/1/2017-6/30/2020.

Research Consultant cont.

Network Participant: *A Research Coordination Network to Converge Research on the Socio-Technological Landscape of Work in the Age of Increased Automation*. K. Crowston (Syracuse University), PI, J. Nickerson (Stevens Institute of Technology), I. Erickson (Syracuse University), CoPIs. NSF Information & Intelligent Systems, \$499,796, Award No. 1745463, 1/1/2018-12/31/2022.

Consultant/Incoming Expert: *Designing common(s) ground for open innovation in healthcare*, P. Ågerfalk PI, VINNOVA Sweden's Innovation Agency, SEK 110,000, Award No.: 2014-06070, 12/1/2014-6/30/2015.

Consultant: *Empirical analysis of large-scale argumentation*. Mark Klein, PI. NSF VOSS (Virtual Organizations as Sociotechnical Systems, 0943139. 6/01/2010. \$250,000. 6/1/2010-5/31/2013.

Consultant: The MIT Deliberatorium: Integrating argumentation and social computing to enable large-scale deliberation. NSF, Social Computational Systems. (Not funded).

NSF Review Panelist: U.S. National Science Foundation review panel. Arlington, VA. (February 2017).

Research Awards & Honors

Fellow, Center for Cultural Analysis Annual Seminar: The University and its Public Worlds. Rutgers University (2019-2020).

Doctoral Faculty and Scientific Committee for Doctoral Program in Applied Linguistics: Argumentation in Professional Practice. Zurich University of Applied Sciences School of Applied Linguistics and Università della Svizzera italiana, Faculty of Communication Sciences. (2017-2020).

Associate II Member, Cancer Prevention and Control Program, Rutgers Cancer Institute of New Jersey (2016-present).

2015 Distinguished Publication Award for a Special Journal Issue, Applied Communication Division of the National Communication Association for "Communication and Design" published in the *Journal of Applied Communication Research*.

Guest Professor of Informatics and Media, Uppsala University, Uppsala Sweden, 2015.

Rutgers Faculty Scholar-Teacher Award Nominee from the School of Communication & Information (2012).

Doctoral Faculty, Argupolis International PhD School, "Argumentation quality in context: evaluation, design and best practices," Institute of Argumentation, Linguistics, and Semiotics (IALS) in the Faculty of Communication Sciences of the Università della Svizzera italiana, Lugano Switzerland (2011).

Visiting Professor of Information Systems, Uppsala University, Uppsala Sweden, 2009.

Book of the Month, Resource Center for Cyberculture Studies (2003).

W. Charles Redding Award for best Dissertation in Organizational Communication, International Communication Association, Jerusalem, Israel (1998).

Outstanding Doctoral Student Award, Department of Communication, University of Arizona (1996).

Top Four Paper, Language and Social Interaction, Western Communication Association, San Jose, CA (1994).

Top Four Paper, Communication Theory, Central States Communication Association, Chicago, IL (1991).

TEACHING

Doctoral and Masters Theses Supervised

PhD Theses Supervised (by date of completion)

Goldthwaite, C. (2018). *Interdisciplinary Research as Communication Design Practice*. Rutgers, The State University of New Jersey.

Phd Theses supervised cont.

- Appel, L. (2016). [Applying Design Science to address Health System Problems: A Case of Designing Communication to Manage Clinician Anonymity in an Academic Hospital](#). Rutgers, The State University of New Jersey.
*2017 Gerald R. Miller Outstanding Doctoral Dissertation Award, National Communication Association.
- Anderson, J. D. (2013). [Communication Design Work in the Professional Practice of Association Management](#). Rutgers, The State University of New Jersey.
- Laureij, L. V. (2013). [Supply Chain Contracting as Disagreement Management: Institutionalizing Procurement Practice Through Communication Design](#). Rutgers, The State University of New Jersey.
- Ziek, P. E. (2012). [Inter-organizational infrastructure for communication: A study of the generative aspects of the communication context on CSR strategy and instrumentation](#). Rutgers, The State University of New Jersey.
- Grushina, S. (2011). [Evolution of a design for communication: The case of the Global Reporting Initiative reporting guidelines](#). Rutgers, The State University of New Jersey.
- Vasilyeva, A. L. (2010). [Creating deliberation in the context of social conflict: The examination of mediator practices for shaping interactivity in dispute mediation](#). Rutgers, The State University of New Jersey.

International PhD Theses

External Dissertation Examiner

- Selvin, A. M. (2011). *Making Representations Matter Understanding Practitioner Experience in Participatory Sensemaking*. The Open University, Milton Keynes, UK.
- Zampa, Marta (2015). News values as endoxa of newsmaking: An investigation of argumentative practices in the newsroom. Università della Svizzera italiana, Lugano Switzerland.
- Larsson, Anders Olaf (2012). *Doing Things in Relations to Machines: Studies on Online Interactivity*. Uppsala University, Uppsala, Sweden.

Doctoral Committees

PhD Dissertation Committee Member

Current: Haj Shirley, Punit Dadlani

Completed (by date): Jonathan Pulliza (2020), Sheena Raja (2020), Weixu Lu (2019), Debanjan Ghosh (2018), Nik Ahmed Rozaidi (2017), Jack Harris (2017), Roberto Gonzalez (2012), Pam Lebeaux (2011), Corrine Dalelio (2010), Lisa Chewning (2009), Dawn Sweet (2007), Joanne Cattafesta (2007), Stewart Mohr (2006), William Voon (2006), Satomi Syguami (2006), William Colucci (2004), Dave Petroski (2003), Hyo-Dong Kim (2002), Fumitoshi Kato (2002), Lynn Cockett (2002), John Fabry (1998).

PhD Qualifying Examination Committee (by date of completion)

Chair: Christine Goldthwaite (2017), Lisa Uber (2015), Lora Appel (Fall 2013), Leon Laureij (Fall 2009), Miriam Benovitz Greenfeld (2009), Paul Ziek (Fall 2008), Dwight Anderson (Fall 2007), Yana Grushina (Fall 2007), Alena Vasilyeva (Fall 2006)

Member: Haj Shirley (2021), Jonathan Pulliza (2019), Eun Y. Rha (2017), Weixu Lu (2016), Christine Goldthwaite (Fall 2016), Jack Harris (2016), Allie Kosterich (2016), Debanjan Ghosh (2014), Punit Dadlani (2014), Nancy Tetreux (2013), Nik Ahmed Rozaidi (2012), Sheena Raja (2012), Roberto Gonzalez (2011), Stephen DiDomenico (2012), Zhe Li (Spring 2010), Heidi Kevoe (Fall 2005), Stewart Mohr (Spring 2005),

Martha Turner (Fall 2004), Dawn Sweet (Fall 2004), William Voon (Summer, 2004), Fang-Fang Diao (Spring, 2004), Jason Delo (Fall 2002), Morit Shavelsky (Spring 2001), Hyo-Dong Kim (Fall 2000), William Colucci (Fall 1998), Tanni Haas (Fall 1997), Dave Petroski (Fall 1997), William White (Fall 1997)

Supervision of Post-Docs, Graduate Capstone, Independent Studies and Research Internships

International Post-Doctoral Trainees

Elena Musi, PhD (2016-2017; 2017-2018): Swiss National Science Foundation (From semantics to argumentation mining in context: the role of evidential strategies as indicators of argumentative discourse relations)

Marcin Lewinski, PhD (2012; 2013): Portuguese Foundation for Science and Technology (Argumentation in the virtual public sphere: between ideal models and actual practices - SFRH/BPD/74541/2010)

International Doctoral Students

Larsson, Anders Olaf (2011). Societal Institutions and their uses of new media. Supported by a grant from the Swedish Foundation for International Cooperation in Research and Higher Education.

Doctoral Independent Studies

PhD Research Practicum

Lora Appel, Designing an app for Clinician-Patient Communication: Face-to-Name, 2012; Leon Laureij, Contracting in Supply Chain Management, Spring 2009; Miriam Greenfeld-Benovitz, Supporting deliberation in large-scale collaboration, Spring 2009; Dwight Anderson, The role of association managers in interorganizational collaboration, Spring 2008; Lisa Uber, Project management and communication process, Spring 2008; Paul Ziek, Corporate Social Responsibility, Spring 2007; Yana Grushina, Corporate Social Responsibility, Spring 2007; Alena Vasilyeva, Deliberation and Disagreement Space, Spring 2006

PhD Independent Study

Christine Goldthwaite, Design Practitioners, Spring 2014; Lora Appel, Health, Communities, and Data Driven Decision-Making, Spring 2012; Stefani Gomez, Professionals uses of ICT, Spring 2010; Miriam Greenberg, Appeals to Time in Deliberation, Spring 2006; Rebecca Miller, Reconstructing Communication Logics, Fall 2005/Spring 2006; Ferhan Tunugar, Reconstructing Communication Logics, Fall 2005/Spring 2006; Dwight Anderson, Models of Communication in Professions, Fall 2005; Heide Kevoe, Resistance to Collaboration, Summer/Fall 2005; Andrea Pampoloni, Content analysis of Image Strategies in Higher Education, Fall 2004. Matthew Tom, Language Action, Argument, and Public Meetings, Spring 2003; William Voon, Communicative action approach to knowledge management, Spring 2003; Mirit Shoham, Organizational Communication Theory and Research, Fall 2002; Fang-Fang Diao, Organizational Communication Theory and Research, Fall 2002; Mirit Shoham, Small Group Communication and Decision-Making, Fall 2002.

Masters Capstone Projects Supervised

Francine Harris, *The "Mommy Wars": How Mom Bloggers Frame the Debate*, Spring 2013; Alexis LasCala, *Consumer Social Networking as a Change Agent for Corporate Social Responsibility: Mommy bloggers as*

Consumers that Create Greater Transparency in Responsible Business Practices, December 2012; Jack Harris, *Policy Disputes Across Venues: The Communicative Organization of the Delaware Basin Fracking Controversy*, Spring 2012; Michele Riley, *Talk Matters: Communicating During a Crisis*, Spring 2012;

Masters Capstones Supervised cont.

Alicia Sovart, *Blurring the Lines: A Case Study on Social Media and Internal Corporate Communication*, Spring 2012; Tracy Anderson, *Uncovering How General Merchandisers Communicate Corporate Social Responsibility*, Fall 2011; Evangelia Papamarkou, *Comparing CSR in the United States and the United Kingdom: An analysis of the most reputable firms in the food industry*, Fall 2011; Laura Schneebacher, *A Content Analysis: The Social Creation of Content in Corporate Social Responsibility (CSR) News*, Spring 2011; Sarah Mays, *The Role of Third-Party Standard and Assurance Providers in Social Reporting: An Analysis of the Global 500*, Spring 2011; Matt Lupo, *An Analysis of ClinicalTrials.gov: Pharmaceutical Industry Compliance with the Language for Patients Requirement*, Spring 2011; Dionne Gray, *An Investigation of Selected CRS Strategies in Trinidad and Tobago*, Spring 2010; Samantha Yakal-Kremiski, *Assessing Corporate Volunteer Programs*, Spring 2009; Katie Bergou, *Assessing corporate transparency on company websites*, Spring 2009; Melissa Waggenspaack, *CSR in a multinational corporation*, Spring 2009; Richard Ferreria, *Corporate Social Responsibility Reporting*, Fall 2006; Kozy Agyeman-Budu, *CSR and Health in European Context*, Fall 2005/Spring 2006.

Masters Independent Studies and Fellowships

Masters of Communication and Information Studies Independent Study

Richard Ferreria, *Resistance to Collaboration*, Spring/Summer 2006; Meghan Brown, *Resistance to Collaboration*, Spring/Summer 2006; Adam Ehrenworth, *Reconstructing discourse about communication in professional life*, Spring 2005; Kozy Agyeman-Budu, *Practicum in CSR*, Fall 2005/Spring 2006; Larry Caldwell, *Assessing an organizational management initiative*, Fall 1999; Abbe Greenburg, *Dispute Mediators and their Professional Practice*, Spring 1999; William Caldwell, *Assessing web-based collaboration and decision support systems*, Spring 1998.

Johnson & Johnson Corporate Social Responsibility Fellowships

2011-2012: Tiana Chantal Carter; 2010-2011: Laura Schneebacher; Spring 2009: Melissa Waggenspack, Katie Bergou; Fall 2008: Melissa Waggenspack, Katie Bergou; Summer 2008: Prasanthi Pavulari; Spring 2008: Katie Bergou, Prasanthi Pavulari; Fall 2007: Prasanthi Pavulari; Summer 2007: Richard Ferreria; Spring 2007: Melissa Bator, Richard Ferreria; Fall 2006: Melissa Bator, Richard Ferreria; Summer 2006: Kozy Agyeman-Budu; Spring 2006: Melissa Bator, Kozy Agyeman-Budu; Fall 2005: Melissa Bator, Kozy Agyeman-Budu

Johnson & Johnson Corporate Communication/Public Relations Fellowship

Spring 2007: Tinyan Agidigbi, Robert Sunga, Jessica Hersch, Lindsay Froelich, Briann Szatzkowski; Fall 2006: Robert Sunga, Jessica Giangaspero, Jessica Hersch, Lindsay Froelich; Spring 2006: Robert Sunga, Jessica Giangaspero, Jessica Hersch, Justin Borowsky; Fall 2005: Anna Maria Acquaviva, Rocco DeCicco, Bridget Vinch, Elizabeth Kuhns, Erin Haas

Johnson & Johnson Human Resources Fellowship

Fall 2005: Christopher Hazlett

Undergraduate Independent Study Supervision

Justin Borowsky, Conflict Professionals, Fall 2005; Talia Fine, Public controversies, Fall 2004; Miriam Greenfeld, Gossip and Conflict Online, Fall 2003, Honor’s Thesis; Frank Filopei, Data preparation for linguistic analysis of a public meeting, Fall 2003; Amy Whittom, Data preparation for Linguistic and Semantic Network Analysis, Fall 2002; Jaclyn Burkhart, Development of Media Inventory and Media Floor Plan Instrument, Spring 2001;

Undergraduate Independent Study Supervision cont.

Jennifer Tubens, The concept of collaboration in learning communities and communities of practice, Spring 2001; Audra Schick, The role of technology in medical education, Fall 2000, Spring 2001; Jennifer Terhune, Website support and analysis of internship participation, Fall 1998; Heather Sams, Website support and analysis of internship participation, Summer 1998; Laura DiMaria, Qualitative analysis of the research specialist role on the “Rosie O’Donnel Show,” Spring 1998; Christine Kojoian, Comparing discourse on “The Geraldo Rivera Show” and “Rivera Live,” Spr 1998; Carolyn Silverio, An analysis of how professionals talk about their practice, Spring 1998; Carl Seversen, Developing a website, Spring 1997.

Courses & Curriculum Development

Courses Taught

<p><u>Doctoral</u></p> <p style="text-align: center;"><i>Core</i></p> <p>Communication, Information and Media Processes Research Foundations</p> <p style="text-align: center;"><i>Electives</i></p> <p>Argumentation Mediated Communication Organizational Communication Research Design and Communication Knowledge, Conflict, and Society</p> <p><u>Masters</u></p> <p style="text-align: center;"><i>Core</i></p> <p>Communication and Society -- Communication in the Business Society Relationship & Corporate Social Responsibility Communication and Information Processes and Organizations</p> <p style="text-align: center;"><i>Electives</i></p> <p>Organizational Decision-Making Mediated Communication in Organization</p> <p style="text-align: center;"><i>Special Topics</i></p> <p>Conflict & Collaboration Communication, Information, and Media in the Governance of Business in Society Communication Design Decision-Making and Design</p>	<p><u>Lower Division Undergraduate</u></p> <p>Argumentation Interpersonal Communication Fundamentals of Speaking and Listening Introduction to Communication Mass Communication and Society Small Group Communication Fundamentals of Speech Communication</p> <p><u>Upper Division Undergraduate</u></p> <p>Argumentation Design and Communication Communication and Facilitation Communication Theory Conflict Management Language Behavior and Communication Mediated Communication Theory Organizational Communication Small Group Communication Technology, Learning and Decision-Making Communication & Information Systems</p>
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Curriculum Development

Internships, Fellowships, & Field Experiences

Undergraduate

1997-2016: Development of Communication Internship Course around principles of Reflective Practice.

2005-ongoing: Designed and developed an integrated administrative support for managing student services and stakeholder engagement in internship program.

2005-2007: Designed and developed “Reflector” a web-based instructional support application for reflective, inquiry based learning about professional practice through field experiences.

1998-1999: Created “Virtual Dialectics” model for managing student engagement in distributed learning environments using LotusNotes/Domino.

Graduate

Established Corporate Social Responsibility fellowships for masters students at ETHICON, Inc. and McNeil/Ortho.

Special Courses, Seminars, and Course Redesign

Doctoral

SocioMaterial Practice in the Age of Open. Organized and led an interdisciplinary doctoral seminar for the Department of Informatics and Media at Uppsala University in collaboration with The Swedish School on Management and IT. Spring 2015.

Knowledge, Conflict, Solutions. An interdisciplinary doctoral seminar on the role of knowledge and participatory processes in the solutions to public conflicts. Co-designed and co-taught with colleagues from Bloustein School of Public Policy, School of Arts and Sciences, the School of Environmental and Biological Sciences, and the Eagleton Institute. Fall 2004, Spring 2005, Fall 2006, Spring 2007.

Global Statistics. An interdisciplinary doctoral seminar on the role of data and statistics in global policy. Co-designed and co-taught course with colleagues from Rutgers Division of Global Affairs in with members of the United Nations Statistics Division. (Fall 2013)

Argumentation. Graduate Seminar. (Fall 2005)

Masters

Corporate Social Responsibility and Communication in the Business-Society Relationship: Originally developed as a graduate seminar. Selected as MCIS core course *Communication & Society*. 2006-ongoing. Co-developed and co-taught with a leading global CSR professional.

Communication, Information, and media in the governance of business in society Special Topic (Spring 2011)

Collaboration & Conflict Seminar. (Spring 2008, Fall 2010). Developed and taught.

Design and Communication Seminar. (Fall 2006). Developed and taught.

Undergraduate

"What do Corporations Owe Society?" Byrne Freshman Seminar. (Fall 2007-2014). Developed and taught.

Social Responsibility and Community Wellness. (Spring 2010, 2011). Co-designed with SC&I colleagues and community partners. Also guest lectured.

Communication and Facilitation. Special offering in collaboration with the Newark Industrial Solution Center focused in developing a sustainability collaborative among Newark Manufacturers.

Course Revision and Redesign

Revived or significantly updated graduate and undergraduate courses: Organizational Decision-Making (516); Mediated Communication (354) updated to meet 21st Century Curriculum goals; Information Systems and Communication (347)

Guest Teaching Lectures

Guest Lecture, *Design, Communication, Media* (2016, 2018 CIM PhD Experiential Media course)
Guest Lecture, *The Global Context, Stakeholder Communication, and New Media Environment* (2013, Rutgers Business School, Sustainability and Supply Chains graduate course)
Guest Lecture, *Disputing and Decision-Making Processes* (1997-2004, Rutgers Department of Communication, Communication Theory course).
Guest Lecture, *Decision-Making in Organizations* (1997-1999, Rutgers Masters of Communication and Information Studies, Communication and Information Processes course).

Instructional Development

Completed Two Day introduction to Atlas.TI, Boston, MA (2006); Completed “Intermediate Web Page Design” training Rutgers University Teaching Excellence Center. Workshop focused on Microsoft Frontpage (1999); Completed Lotus Corporation’s “Developing and delivering courses in LearningSpace” (1997): Completed “Intermediate Dreamweaver” training through Rutgers University Teaching Excellence Center (2001).

Teaching Awards and Honors

Distinguished Achievement in Teaching, Department of Communication, Rutgers University (2012).
Most Valuable MCIS Professor, Selected by Masters in Communication and Information Systems Graduate Student Association, Rutgers University (2012).
Most Valuable MCIS Professor, Selected by Masters in Communication and Information Systems Graduate Student Association, Rutgers University (2009).
International Communication Association Outstanding Graduate Teacher, Albuquerque, NM (1995).
Social and Behavioral Sciences Outstanding Graduate Teaching Award, University of Arizona, Tucson (1995).

SERVICE & LEADERSHIP

Administrative Leadership Roles

Associate Dean for Research

Associate Dean for Research, School of Communication and Information, Rutgers University (2016-)

- *Member of the leadership team with responsibility for the research strategy of the school’s diverse portfolio of research, ranging from humanities and social sciences to information science and design.*
- *Responsibilities include research visibility, funding, mentoring, impact, knowledge transfer, compliance, internationalization, graduate education, tenure and promotion, and integration.*

Research and Scholarship Escalators – SC&I

- Created SC&I’s Scholarship Incubator in collaboration with the Assoc. Dean for Programs. The annual event facilitates cross-department engagement to promote innovation on common interests: Fake news, alternative facts (2017), Teaching & Learning (2018), Ethics (2019); Public and Community Engaged Scholarship (2020 moved to 2021).
- Launched SC&I QED to cultivate new working groups on emerging areas of research. The initial WGs: Digital Ethnography and Power and Inequalities in Media and Technology.
- Formulated policy and process to support Open Access Publishing in leading scholarly outlets.

- Developed pilot project in collaboration with Rutgers University Libraries for Intensive Literature Review Assistants.
- Initiated strategy of research-workflows-as-a-service with SC&I IT Services for the continuous development of a shared workbench for communication, information, and media research.
- Redesigned internal grants program with a digital strategy for solicitation, review, and monitoring.
- Increased and adapted budget for ADR as strategic funds to support faculty initiatives.

Research Administration and Governance – SC&I

- Executed a business process analysis of the workflow for pre-award and post-award support that led to a model for ongoing development of the SC&I ADR office.
- Developed a team approach among staff reporting to ADR, business office staff, and faculty with a digital strategy for supporting pre and post award life-cycle.
- Revamped staff support for ADR by refining the Project Coordinator role and developing a new Editorial and Media Specialist role for grant development and scholarly communication.
- Revitalized SC&I's Research Development Committee for discovery of opportunities and troubleshooting resolution of issues in research development, processes, and policy.
- Developed process and procedure for curation and communications of funding and award opportunities.
- Developed a research portal (version 1.0) to support the coordination of grant support staff and PIs during the grant life-cycle: budgeting, supporting documents, and proposal editing.
- Organized on-going strategy sessions with Director of Marketing and Communications on strategic communication for research.
- Organized on-going strategy sessions Assistant Dean for Information Technology on strategic information technology for research.
- Committees
 - Chair, Research Development Committee (2016-)
 - Member, Deans and Chairs Committee (2016-)
 - Member, Deans, Chairs, and Directors Committee (2016-)
 - Member, Dean's New Building Feasibility Study Committee (2018-)
 - Member, Summer Strategy Retreats for Deans and Chairs (2017, 2018, 2019, 2020)

Research Leadership Roles and Activities – Rutgers University

Co-Director, Community Design for Health and Wellness: An Interdisciplinary Research Group competitively selected from ORED's Think Big challenge for \$200,000 award co-sponsored by SC&I, CINJ, RWJMS, RU-Camden (2018-2020).

- Co-designed and implemented the recruitment, selection, and support of 13 community centered research projects (9 collaborative team projects, 2 faculty fellowships, and 2 graduate student awards – supporting 25 faculty from across RU-NB, RU-Camden, RU-Newark, and 9 community groups from across NJ).
- The IRG involves 41 founding organizing partners from SC&I (Communication, Media Studies, and Library and Information Science), RBHS (Cancer Institute of New Jersey, RWJMS), RU-Camden (Senator Walter Reed Institute).

Chair, Rutgers Design Task Force: Convened by Senior Vice President for Academic Affairs with 11 faculty from across RU-NB charged to recommend the scope and structure of an academic unit focused on design.

- Led a comprehensive study surveying design related teaching, research, student life, and outreach at Rutgers, scanning AAU and BIG10 peers design related programming, completing site visits and interviews, and analyzing aspirational international design institutes.
- Led the development of a high-level plan for developing and implementing a Design Institute.
- Led the preparation, submission, and presentation for the Rutgers Big Ideas program.

Informal Working Groups:

- Developed a workshop, “Public and Community Engaged Scholarship: A conversation about design, methods, and impact,” with the Office for Research and Innovation. 30+ engaged scholars from across RU-NB, RBHS, and RU-Camden discussed meaningful engagement with communities (November 2019).
- Implementing a multi-unit F&A policy and integration with RAPSS with team from the Office for Research.
- Steering committee facilitating the implementation of the Data Science Certificate (minor, major) collaboration among SC&I, Computer Science, and Statistics
- Participant, HUB Innovation workshop committee (2018)
- Participant, Office of Research and Innovation *Ideation Forums* (May 2018, November 2018, December, 2019).
- Member, Informal working groups coordinated with Office for Research and Innovation and also Rutgers University Libraries regarding scholarly communication and research analytics.
- Member, Rutgers Cooperative for Sustainability Engagement (2017-2019).

Committees

- Member, Rutgers Global, International Advisory Committee
- Member, Research Deans Planning Group (2018-)
- Member, Space Issues Committee (2018-2019)
- Participant, Vice Chancellor for Research and Innovation Ideation Forum (May, 2018; November, 2018)
- Member, Steering Board *Critical AI* a joint initiative of Rutgers Center for Cultural Analysis and Rutgers Center for Cognitive Science (2020-).

Research Leadership Roles and Activities – Inter-Institutional

Member, Alliance for Schools and Colleges of Communication and Journalism (2019-)

Member, National Communication Association Research Board (2008-2009)

Leadership Development

Fellow, Center for Cultural Analysis Seminar *The University and its Public Worlds* (2018-2019)

Fellow, Big10 Academic Alliance Leadership Program (2018-2019)

Program Director for Masters of Communication and Information

Director, Masters in Communication and Information Processes, School of Communication and Information, Department of Communication, Rutgers University (2005-2007).

- *Responsible for program representation and advocacy, inter-departmental cooperation, development, communications, corporate relations, curriculum, scheduling, fellowship program*

Leadership Activities and Roles

- Reinvigorated the fellowship program by renewing relationships with corporate partners.
- Created a new corporate sponsored student fellowship in corporate social responsibility.

- Supervised reorganization of program administration.
- Facilitated the redevelopment of the graduate student association for the program.
- Committees
 - Chair, Masters of Communication and Information Steering Committee
 - Advisor, Masters of Communication and Information Student Association

School & Department Administrative Leadership Roles

School & Department

Coordinator, Communication Processes Doctoral Studies, Department of Communication, Rutgers University, (2004-2006).

Coordinator, Internship in Communication, Department of Communication, Rutgers University (1997-Present).

Coordinator, Communication Collaboratory, Department of Communication, University of Arizona (1994-1996)

Coordinator, Small Group Communication Lab Sections, Department of Communication, University of Arizona (1993-1995).

Special Programs

Co-Director, Laboratory for the Study of Applied Language Technology and Society (2011 – Present).

Director, Knowledge Institute, Rutgers University (2013-2016).

Director, Communication & Interaction Laboratory, School of Communication & Information, (2005-2012).

Academic Consulting

Advisory Board: Doctoral Program in Applied Linguistics: [*Managing Languages, Arguments and Narratives in the Datafied Society*](#). Università della Svizzera italiana Faculty of Communication Sciences and Zurich University of Applied Sciences School of Applied Linguistics (2021-2024).

Steering Board – Scientific Committee: Joint PhD program (USI – Lugano and Zurich University of Applied Sciences) in Managing Languages, Arguments and Narratives in Datafied Society. 2021-2024.

Steering Board – Scientific Committee: Joint PhD program (USI – Lugano and Zurich University of Applied Sciences) in Applied Linguistics: Argumentation in Professional Practice. 2017-2020.

International Advisory Committee, Institute of Argumentation, Linguistics, and Semiotics (IALS) in the Faculty of Communication Sciences of the Università della Svizzera italiana, Lugano Switzerland. (2011).

Advisor – Integration of Informatics, Communication, and Information Systems Departments, Uppsala University (2008-2009)

Program Development, Course development of “Communication Design” for Communications and Technology Extension program at the University of Alberta, Edmonton AB. (2009-2010).

System Development, Reflective Learning and Technology in Medical Education. Feinberg School of Medicine, Northwestern University, Chicago, IL, 2002, 2003.

Service to the UNIVERSITY

Committees

Rutgers University

Member, Science Communication Advisory Group (ad hoc cross-unit group)

Member, Rutgers Global International Advisory Committee (2013-)

Member, Global Health Committee, Center for Global Advancement and International Affairs (2012-2014)

Member, SC&I Dean Evaluation Committee, appointed by University Vice President (2012)

Member (voting), Graduate School Executive Council (2005-2007)

School of Communication & Information, Rutgers University

Executive Committee, Masters of Communication and Information Studies (2002-present)
International Studies Committee (2013-)
Chairs and Directors Committee (2005-2007)
Phd Executive Committee (2004-2006)
Information Technology and Media Committee (2003-2004)
Ad hoc Information Technology Committee (2002)
Research Colloquium Committee (1999-2000)
Rules, Procedures and Elections and Nominations Committee (1998-2000)
Media Studies Advisory Committee (1997)
Joint Degree Admission Committee (1996-1997)

Department of Communication, School of Communication & Information, Rutgers University

Search Committee Chair 2010-2011
Director, Masters in Communication and Information Studies 2005 - 2007
PhD Coordinator, Communication Processes Area 2004 – 2006
Personnel Evaluation Committee, 2008, 2007, 2006, 2005
Executive/Advisory Committee, Masters of Communication and Information Studies (1997-2001)
Mediated Communication Task Force (1999-2000)
Member, Search Committee (1998-1999)
Undergraduate Awards Committee (1997-1998)

University of Arizona, Department of Communication

President, Association of Graduate Students in Communication (1993-1994).

Iowa State University, Department of Communication

Speech Communication Department Faculty Curriculum Committee (1991).

Washington State University

Student Publications Board (1987-1988); Student Union Board, Washington State University (1987).
Representative to Department of Communication Faculty, Department of Communication (1987-1988)
Teaching Assistant Workload Committee, Department of Communication (1987)

Service to the PROFESSION

International and National Professional Organizations

Membership in Professional Organizations

International Communication Association; National Communication Association; International Society for the Study of Argumentation; International Pragmatics Association; Association for Information Systems; Academy for Business in Society

Offices held in Professional Organizations

Member, National Communication Association's Research Board (2008-2009)
Chair, Language and Social Interaction Division, International Communication Association (2006-2009)
Executive Committee, Secretary, Association for Information Systems' Special Interest Group on Pragmatist IS Research (2008-2009; 2009-2011; 2010-2011; 2011-2012)

Treasurer, New Jersey Communication Association (2004-2006)
Secretary, Language and Social Interaction Division, International Communication Association (2000-2001)
Co-Chair, Human Communication and Technology Commission, National Communication Association (1998-1999).

Conference and Workshop Organizer

Conference and Workshop Chair

Public arguments in the wild: analyzing concrete instances of public argument and practices for organizing public deliberation. Working Group 3 Workshop of the Cost Action 17132 – APPLY: European Network for Argumentation and Public Policy Analysis. Vilnius, Lithuania (Co-Chair, October 2019).
The 2nd international Association for Information Systems SIG on Pragmatist workshop on IT Artefact Design & Workpractice Improvement. Tilburg, the Netherlands (Co-Chair, 2013).
Fourth Scientific Meeting of the Association for Information Systems Special Interest Group on Pragmatist IS Research (Research Development Workshop for Management Information Systems Quarterly Special Issue on Information Systems for Symbolic Action – Social Media and Beyond). Shanghai, China, (Co-Chair, 2011)
Third Scientific Meeting of the Association for Information Systems Special Interest Group on Pragmatist IS Research. St. Louis, MO, (Co-Chair, 2010).
Second Scientific Meeting of the Association for Information Systems Special Interest Group on Pragmatist IS Research. Phoenix, AZ, (Co-Chair, 2009).
Inaugural Scientific Meeting of the Association for Information Systems Special Interest Group on Pragmatist IS Research. Paris, France, (Co-Chair, 2008).
Roundtable on Resistance to Collaboration in Public Policy Decision-Making, New Brunswick, NJ (Co-Chair, 2005).
Language Action Perspective 9th International Working Conference. New Brunswick, NJ, (Co-Chair, 2004).
Perpetual Contact: Private communication, Public Performance, New Brunswick, NJ (Co-Chair, 1999).
“<http://www.dewey.com/~A> new rhetoric for modern democracy colloquium” and “Views of the public sphere seminar” featuring Charles Willard and G. Thomas Goodnight (February, 1996).

Conference Track Organizer

Digital Institutions for European Conference on Information Systems Annual Conference, Stockholm (Co-Chair, 2019).
Language and Social Interaction Track for International Communication Association Annual Conference, Montreal, CA (Chair, 2008).
Language and Social Interaction Track for International Communication Association Annual Conference, San Francisco, CA (Chair, 2007).
Directions in Mediated Communication, New Technologies, and Language and Social Interaction Research, International Communication Association Pre-Conference Research Workshop, San Francisco, (Chair, 2007).

Conference Panel Organizer

Polylogue: Argumentation and Complex Communication. European Conference on Argumentation, Fribourg Switzerland (2017).
Macro-level organizing phenomena: Methodological and explanatory challenges for communication-as-constitutive analysis. National Communication Association, Washington, D.C. (2013).

Design: An Interface that Integrates Communication Scholarship. Selected by National Communication Association as a conference theme panel, Orlando, Florida. (2012)
Reconceptualizing the Organization-Society Relationship from Communicative Perspectives of Organizations. National Communication Association, Orlando, Florida. (2012)
Communication Infrastructure for Well-Being: How Can Communication Research Advance Understanding and Practice of Health Informatics? National Communication Association, Chicago, IL. (2009)

Conference Panel Organizer cont.

Politics in Action, and Political Aspects of Language Use, International Communication Association, Chicago, IL. (2009)
Business Meeting of the Language & Social Interaction Division, International Communication Association, Chicago, IL. (2009)
Group and interpersonal argument: Examining contributions made using the Conversational Argument Coding Scheme: Part I. National Communication Association, San Diego, CA. (2008)
Group and interpersonal argument: Examining contributions made using the Conversational Argument Coding Scheme: Part II. National Communication Association, San Diego, CA. (2008)
Seeking Funding from the National Science Foundation. National Communication Association, San Diego, CA. (2008)
Communication Innovation in Conflict, Collaboration, Deliberation, and Dialogue Panel. International Communication Association Annual Conference, Montreal. (2008).
Multiple Perspectives on Organizational Crisis and Change. International Communication Association Annual Conference, Montreal. (2008).
Top Three Papers in Language and Social Interaction. International Communication Association Annual Conference, Montreal. (2008).
Top Three Papers in Language and Social Interaction. International Communication Association Annual Conference, San Francisco, CA, (2007).
Public Argumentation and Democratic Processes, National Communication Association, Boston, MA. (2005)
Reframing and Reflection in Conflict Management, International Communication Association, New York, NY. (2005).
Shaping up communication technology and shipping out communication expertise. Panel for the National Communication Association's "Challenging the Boundaries" Series (1999).

Editorial and Review Service

Editor

Communication Measures and Methods, Associate Editor (2006-2010) (Inaugural Editorial Team)
Proceedings of the NCA/AFA Summer Conference on Argumentation, Associate Editor (2005, 2009)
Argumentation & Advocacy, Book Review Editor (2010-2016)
Management Information Systems Quarterly, Guest Special Issue Editor (2013-2014)
Journal of Applied Communication Research, Guest Special Issue Editor (2012-2013)
Systems, Signs, Action: An International Journal on Information Technology, Action, Communication and Workpractices, Associate Editor (2005-) (Inaugural Editorial Team).

Editorial Boards

Books or Book Series: Argumentation in Context, John Benjamins Publishing Company (2010-present),
Socio-Technical Design and Social Networking Systems Handbook Editorial Advisory Board (2008).

Journals: Communication Monographs (2010-2013), Journal of Argumentation in Context, John Benjamins (2009-2012), Argumentation & Advocacy (2008-2012), Communication Theory (2001-2004; 2005-2008).

Proceedings: Proceedings of the NCA/AFA Summer Conference on Argumentation (2003, 2005, 2009); International Working Conference on the Language Action Perspective on Communication Modelling (2004); Association for Information Systems Special Interest Group on Pragmatist IS Research (2008, 2009, 2010).

Editorial and Review Service, cont.

Ad hoc reviewer

MIT Press (2009, 2021), Journal of Applied Communication (2004, 2014, 2018), Temple University Press (2003), Convergence (2003), Communication Theory (2002, 2016, 2017), Journal of Communication (2015, 2016, 2017), Human Relations (2001, 2004, 2005, 2006), Argumentation (2000, 2006, 2007, 2018, 2019), Journal of Argumentation in Context (2019), Organizational Science (2000), Journal of Communication (2000), Studies in Cultures, Organizations, and Societies (1999), Research on Language and Social Interaction (1998, 2006), Management Communication Quarterly (1997-1998), Human Communication Research (1997), Group Decision & Negotiation (2020).

Program Committees

International Workshop on IT Artefact Design & Workpractice Improvement (2012, 2013, 2014), International Association for Dialogue Analysis (2011), European Conference on Information Systems (2008, 2009), International Conference on Information Systems (2008), International Society for the Study of Argumentation (2006), International Pragmatic Web Conference (2006, 2007), Community Informatics (2006), Compendium Institute European Workshop (2006), Language Action Perspective on Communication Modelling (2004, 2005), Action in Language, Organizations, and Information Systems (2005, 2006, 2007, 2008).

Reviewer for conference submissions

European Conference on Argumentation (2015, 2017, 2019), Special Interest Group – Pragmatist IS Research (2016, 2017, 2018, 2019), National Communication Association’s Organizational Communication Division (1999), National Communication Association’s Language and Social Interaction Division (1998), International Communication Association’s Language and Social Interaction Division (1999, 2006, 2007).

Panel Chair or Respondent

National Communication Association’s Organizational Communication Division (2012, 2013); National Communication Association (2012); European Academy for Business in Society Doctoral Conference (2007); National Communication Association’s Argumentation Division (2005) Language and Social Interaction Division (2002, 2007), Small Group Division (2012) and Organizational Communication Division (2002, 2012); NCA/AFA Summer Conference on Argumentation (1995, 2005, 2007), Mid-Atlantic Communication Conference panel “Studies in Pedagogy (1997).

Awards Panels

Chair: Frans van Eemeren Prize for Outstanding Student Paper, European Conference on Argumentation (2017).

Reviewer: Outstanding Dissertation Award Review Committee for the Language and Social Interaction Division of the National Communication Association (2010).

External Promotion Reviews

Universita della Svizzera italiana; Uppsala University; University of Colorado, Boulder; University of Colorado, Boulder; University of Texas, Austin; University of Texas, Austin; CNRS France.

Service to SOCIETY

Advancing Health Decision-Making: Alliance for Health as an Asset

Advancing Health Decision-Making 4: Health as an Asset. The Global Thought Leadership Initiative on Global Health, Rutgers University / Academy for Business in Society / Johnson & Johnson Corporate Trust, Royal College of Surgeons, Edinburgh, UK (January, 2014).

Advancing Health Decision-Making 3. The Global Thought Leadership Initiative on Global Health, Rutgers University / Academy for Business in Society / Johnson & Johnson Corporate Trust, Sharjah University, Sharjah, United Arab Emirates (April, 2013).

Advancing Health Decision-Making 2. The Global Thought Leadership Initiative on Global Health, Rutgers University / Academy for Business in Society / Johnson & Johnson Corporate Trust, European Center for Executive Development (CEDEP)/INSEAD, Fontainebleau France (October, 2011).

Advancing Health Decision-Making 1. The Global Thought Leadership Initiative on Global Health, Rutgers University / Academy for Business in Society / Johnson & Johnson Corporate Trust, Rutgers University and Johnson & Johnson WHQ (May, 2011). (Principal Organizer).

Core Working group Strategic Planning Meetings – Glasgow, 2014, High Wycombe, 2013, Glasgow, 2012, Brussels, 2012.

Medical Decision Making - The Prospects for 'Health Credits', Workshop organized for the AHDH Health Credits Working Group. Funded by National Science Foundation EAGER IIS-0945192 and Rutgers Global Advancement and International Affairs Global Health Initiative. (2013). (Principal Organizer).

Advancing Health Decision Making Webinar. Presenter/Facilitator. (2012).

Civic & Community Engagement

Publicly Elected, Appointed, and Community Leadership Positions

School Board Member, elected (2004-2005), Roosevelt Public School, Roosevelt, NJ.

School Board Vice President (2005-2006, 2006-2007), Roosevelt Public School, Roosevelt, NJ.

Environmental Commissioner, appointed (2002-2006), Roosevelt Borough Environmental Commission, Roosevelt, NJ.

Mediator (1994-1996), Our Town Community Center, Tucson, AZ. Mediated large group, neighborhood, inter & intra-organizational disputes.

Mediator (1989-1992), Center for Creative Justice, Ames, IA. Mediated divorce and child custody, interpersonal, victim/offender, small claims, landlord/tenant, and intra-organizational disputes.

Certificates

Completed 30 hours of *Mediation Training* conducted by Our Town Community Mediation Center, Tucson, AZ. (1994).

Completed 15 hours in *Public Policy Mediation Training* conducted by James Laue of George Mason University. Sponsored by the Iowa Peace Institute, Grinnell, IA. (1991).

Completed 45 hours advanced training in *Divorce, Family and Business Disputes* conducted by Robert Benjamin (J.D, M.S.W.) and sponsored by the Iowa Mediation Service, Des Moines, IA. (1991).
Completed 10 hours *Victim-offender Mediation Training* conducted by Dr. Mark Umbreit, Vice President, Minnesota Citizens Council on Crime and Justice. (1989).
Completed 30 hours *Mediation Training* conducted and sponsored by Center for Creative Justice, Ames, IA. (1989).
Completed 20 hours *Negotiation and Mediation Training* as part of a department panel evaluating a Conflict Resolution workshop to train Press and Broadcast Journalists. The workshop was presented by Bill Lincoln, President of National Center Associates, Inc. (1988).

Consulting

Communication and Mediation – Designing Mediation Discourse. University of Strathclyde, Glasgow, Scotland. Workshop for mediation training. (November, 2019, 2018, 2017, 2016).
Strategic Planning Facilitation, Community Health Aide Program, University of Alaska-Fairbanks College of Rural Health Programs. January, 2005.
Strategic Planning Facilitation, Tobacco Control & Individual Rights Workshop, The Robert Wood Johnson Foundation/Rutgers University. March, 2003.
Training & Development, Professional Development Studies, Rutgers University. (2002-2003).
Managing conflict in the workplace. Workshop for Professional Development Studies, School of Communication, Information, and Library Studies, Rutgers University (2002).
Effective public and business speaking. Workshop for Professional Development Studies, School of Communication, Information, and Library Studies, Rutgers University (2002, 2003).
Information Architect. St. Martin's Press, New York, NY. 2002.
Mediation Program Development. Conciliation Court of Pima County, Tucson, AZ, 1995.
Created a mediator training and development module for the mediation staff using decision support system (1995).
Managing impasse in mediation. Workshop for the Conciliation Court of Pima Superior Court, Pima County Arizona (1995).
Argumentation management in mediation. Workshop for the Mediation Association of Southern Arizona (1995).
Managing neutrality and effectiveness in third-party dispute mediation. Research Workshop for the Speech Communication Association, with Scott Jacobs and Alan Aldrich (1995).
Mediation Program Development. Iowa Peace Institute, Grinnel, IA, 1992.
Conflict between the sexes. Workshop for the Presbytery of the Missouri River Valley and the Iowa Peace Institute (1992).
Mediation Program Development. Center for Creative Justice, Ames, IA, 1991-1992.
Introductory workshop: Conflict resolution for Bulgarian visitors and students. Workshop for the Iowa Peace Institute, Grinnel, IA, with the Center for Creative Justice (1992).
The art of mediation. Workshop for the Center for Creative Justice, Ames, Iowa (1991).
Managing miscommunication. Workshop for the Center for Creative Justice, Ames, IA (1991).
Training & Development, Organizational Communication. Iowa State University Training and Development Office, Ames, IA, 1991.
Power and authority in the work place. Workshop for the Iowa State University Training and Development Office, Ames, IA (1991).
Convince me! Discover what it takes to be convincing. Workshop for the Iowa State University Training and Development Office, Ames, IA (1991).
Conflict management. Workshop for the Student Leadership Conference, Iowa State University (1991).
Creating agreements in marriage. Workshop for the St. Thomas Aquinas Pre-Marriage Seminars, Ames, IA (1991).

Program Development. Washington State University Graduate and Professional Student Organization,
Pullman, WA, 1987.

Service Awards & Honors

Distinguished Achievement in Service, Department of Communication, Rutgers University (2009).
Distinguished Service to the National Communication Association Research Board (2009).